Job Description

ICT Support Officer

Job Details	
Grade	3
Number of Posts	1
Department	ICT
Reporting to	ICT Support Analyst

Who Are We?

We are Birmingham Children's Trust.

'Working Together to make Birmingham the greatest city to grow up in.'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trusts objectives.

Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.

Our Vision:

Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.
- by listening, involving and including.
- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:

- healthy, happy, resilient children living in families.
- families able to make positive changes.
- children able to attend, learn and achieve at school.

- young people ready for and contributing to adult life.
- children and young people safe from harm.

Our Values:

ONE **T**EAM

ACCOUNTABILITY AND **R**ESPONSIBILITY

Q**U**ALITY AND INNOVATION

RELATION**S**HIPS

HIGH SUPPOR**T** HIGH CHALLENGE

Key Responsibilities
• To provide high quality ICT and information support service ensuring Customer focus, a consistent approach and responsive, responsible and efficient service
• To ensure responsive customer service so the service meets the needs of the business.
• Acting as a specialist across multiple service areas, to assist with the provision of responsible, consistent and standard support. Facilitating a culture of continuous improvement so that ICT and related business processes are maximised to support the best outcomes for Children Young People and Families.
• To provide a key point of contact with sufficient experience and knowledge and understanding of the assigned Trust operational areas to provide appropriate ICT & information support and guidance or appropriate signposting to the correct support elsewhere
• To assist with the provision of a communication channel to assigned areas of the Trust for the purposes of ICT and Information support and management including GDPR.
• To investigate and triage issues raised with social care system functionality and data, providing recommendations to the ICT Support Analyst for resolution and supporting engagement with specialist teams for help where there are systemic or wider system implications
• To support the investigation and resolution of ICT system issues (non-social care system) raised by operational areas.
• To encourage Users to make use of existing BCC ICT support desk services for problem resolution where appropriate
• To offer assistance to customers in the use of User software (currently office 365 including Teams) and signpost to suitable training where training is a requirement
• To provide support, training (including induction) and guidance in the use of social care systems,

related business processes and Trust MIS ICT systems including comprehensive support in order to educate Users for future self-service use
• To provide support, training (including induction) and guidance in the use of, user devices, software and remote / homeworking and other specific related systems such as Office Message Encryption
• To continually encourage User self-service use of ICT systems including supporting increased scope of the MIS Systems.
• To contribute to the provision of housekeeping support of social care system, data and MIS reporting through analysis and interpretation of reports and resolution of social care data and related issues. To contribute to support of specialist technical resources with systemic data problem resolution. To provide support for development of reports and resolution of social care data and related issues.
• To provide reports, performance data, ad hoc analysis of specific reports and predictive reports pending their provision directly from the MIS systems
• To support performance meetings with managers and staff through provision of supporting data and facilitation in meetings such as sharing it on screen
• To co-ordinate provision, change, cease and recovery of ICT equipment, software and user access for new starters, movers and leavers including items such as access to work requests and shared drives. This also includes providing guidance on likely access and equipment required for new starters and keeping customers advised on lead times and expectations. To manage escalation as required
• To support supplier asset management & tracking and provide Trust ICT Asset management.
• To support ICT improvement initiatives, developments, processes, new services rollout such as device replacement including equipment, software and training as appropriate.
• To help and support requestors to define small ICT project requests.
• To support, manage and undertake social care system specialist admin tasks such as routine data tidy up, record restriction approval and implementation and ending classifications.
• To provide admin support to governance meetings in terms of scheduling, preparation and documentation as required.
• Comply with relevant Trust policies and statutory regulations which include (but are not limited to), health and safety, data protection, GDPR, procurement.
• Accommodate relevant activities or duties commensurate with the nature and grade of the post.
• Interact sensitively, professionally and maintain confidentiality when dealing with colleagues and customers.

Key Information	
Is a Safeguarding Check needed?	**Not Required**
Will this position have Line Manager Responsibility?	**No**

Person Specification

Essential Criteria	

Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview;

P = Presentation; Q = Qualifications

CRITERIA	Method of Assessment (M.O.A)	ESSENTIAL
Experience	AF	Experience of working with and having a strong understanding of a number of children's social care operational areas and their use of and challenges when using ICT.
Experience	AF/I	Experience of good customer service through building relationships with and providing comprehensive ICT support, guidance, training and signposting to staff in a number of social care operational areas
Experience	AF/I/E	Experience of providing support across a wide range of ICT including social care applications, related business processes, MIS Systems, user device and software and remote working arrangements
Experience	AF/I/E	Experience of triage of routine User ICT application issues and assisting with triage of complex User ICT Applications issues providing recommendations or resolutions to line manager or

		pursuing help on behalf of the Customer and working with specialist colleagues to arrive at suitable solutions
Experience	AF/I/E	Experience of working with social care systems and data and related MIS systems analysing and assisting with the interpretation of data and reports to resolve social care data issues. To assist with the support of specialist technical colleagues with systemic data problem resolution.
Experience	AF/I/E	Experience of developing reports of performance data making use of existing available information translating it into a form suitable for use by operational areas including analysis of ad-hoc reports and predictive reports
Experience	AF/I/E	Experience of co-ordination and management of provision, cease and recovery of ICT equipment, software and user access for starters leavers an movers including providing guidance on likely requirements and supporting asset management and tracking.
Experience	AF/I/E	Experience of supporting ICT Improvement initiatives including developments, processes, equipment and software upgrades providing training for users on the changes concerned
Experience	AF/I	Experience of performing routine specialist social care system administrative tasks with privileged user access whilst ensuring the integrity of the system is maintained.

Experience	AF/I	Experience of providing support to requestors to define small ICT project requests
Experience	AF/I	The ability to assist with contribution to policy development within the service/wider organisation
Experience	AF/I	Experience of facilitation of ICT to support real-time events including meetings, webinars, Teams events or conferences.
Experience	AF/I	Awareness of relevant legislation and its implications for the Trust (e.g. FOI, Data Protection Act, Health & Safety).
Skills & Ability	AF/I	The ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands
Skills & Ability	I	The ability to cope with situations where there is an emotional demand arising from the work being undertaken
Skills & Ability	I	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016
Training	AF/I	Evidence of willingness for continuous professional development

At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.