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**JOB OUTLINE**

**JOB TITLE :** **INFORMATION AND COMMUNICATIONS TECHNOLOGY OFFICER TEMPORARY (Fixed Term 24 Months)**

**SALARY :** **£28,857 - £38,618 per annum**

***Total leave 34 days***

***Flexi-time Scheme***

***Defined Contribution Pension Scheme***

***Optional Benefits***

***Private Health Care***

After completion of probationary period

***Gym Membership [subsidised]***

## MAIN OBJECTIVES of the POST

* 1. Contribute to the maintenance and development of Almond’s existing systems, research, develop and project manage implementations of new complementary systems.
  2. Providing in-house maintenance and support services to internal customers, resolving hardware and software issues, providing advice on the use of these.
  3. Ensuring that all background systems and equipment are fully functional, up to date and fit for purpose.
  4. Manage changes to the Almond systems as well as contributing to the work involved in installations and upgrades.

### ACCOUNTABILITY

2.1 To the Head of Finance on a day to day basis. Accountable to the Board through the Head of Finance and Chief Executive.

### PRINCIPAL DUTIES

3.1 Facilitate the IT Group over the full spectrum of its remit.

3.2 Resolve problems affecting operating systems, network infrastructure, business applications, peripheral devices, telephones, thin clients and desktop PC’s by providing ad-hoc IT support, liaising with external IT support / consultancy providers as required.

3.3 Assist our external IT support / consultancy providers and staff with the implementation of the IT infrastructure in the office.

3.4 Provide training to colleagues across a range of software applications.

3.5 Develop and manage the Association’s suite of electronic management information reports in line with requirements of Board, Senior and Operational staff.

3.6 Undertake Network Administration tasks, including managing domain accounts, maintaining support logs, installation, configuration of virtual servers/pc within the domain, upgrade and reconfiguration of software.

### AREAS OF RESPONSIBILITY

4.1 Assist with the investigation, development and installation of new software or upgrades, in particular carrying out testing processes as required.

4.2 Back up systems and data to ensure that in the event of corruption, accidental loss or disaster, the Association’s systems and data can be restored.

4.3 Undertake regular system health checks.

4.4 Responsible for user administration by setting up / deleting users and the administration of passwords.

4.5 Assist with the maintenance and testing of the Association’s IT Disaster Recovery Plan, with the implementation of this plan in the event of disaster.

4.6 Liaise with our Senior Team on the integration between our website and other software used by us to enable services to be provided on-line. In conjunction, liaise with the website administrators to ensure regular updates and developments are actioned.

4.7 Identify the need for new hardware / modifying existing hardware.

4.8 Set up, configure and test PCs and associated hardware.

4.9 Assist with the development of the Association’s Finance, Housing Management and Maintenance Software, in particular by carrying out testing processes as required.

4.10 Contribute to the identification and prioritisation of ICT needs, and recommendations for new resources and technologies which will result in efficiencies and improved services to tenants.

4.11 Undertake, with support from our external support supplier, all aspects of network management including training of staff, monitoring and control of regular housekeeping tasks by individual users.

4.12 Investigate network / user issues and resolve, liaising with the support company / suppliers as required.

4.13 Upkeep and manage our support call logging systems.

4.14 Review support / supply contracts and monitor the service we receive from these external support providers / suppliers.

4.15 Train staff in the use of our ICT systems and equipment and monitor and report on conformance with our IT policies and procedures.

4.16 Maintain the Association’s IT Registers (IT hardware and software assets, software licensing, system configuration, user accounts, permissions, etc.).

4.17 Assist with the development and maintenance of all necessary IT related procedures and system manuals.

4.18 Contribute to all other documentation on the IT systems.

4.19 Monitor and maintain ICT supplies, liaising with Administration staff as required.

4.20 Undertake training as necessary to maintain high standards in the quality of work as outlined in the job description.

4.21 Monitoring and control of the Association’s file management for compliance with filing conventions and procedures.

4.22 Regular monitoring and correction as required of coding structures and usage of such within the housing management system.

4.23 Production of management information reports as required from the housing management system using a query language. Update and maintenance of bespoke routines supporting the housing management system. Using SQL reporting tools such as SSRS and TOAD.

4.24 Setting up and maintenance of bespoke Access database systems as required.

4.25 Any other duties as may be identified from time to time.

October 2018