Job Description

Job Title:	**ICT Officer**
Grade:	**EVH Grade 7 – PA22 to PA25**
Responsible To:	**Head of Corporate Services**
Term:	**Fixed-term to 30 November 2028**
Contract:	**Part-time – 14 hours per week**

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1 Aims and Objectives of the post and obligations of the post holder

1.1 The ICT Officer (ICTO) will be responsible to the Head of Corporate Services (HOCS), but tasks may also be delegated by the Director and other members of the management team. The Head of Corporate Services will be the formal line manager.

1.2 The post holder will be part of the Finance and Corporate Services Team which consists of the Director, Head of Corporate Services, Finance Officer, Corporate Services Officer and Corporate Services Assistant.

1.3 The ICTO's primary responsibility is to work alongside our external ICT managed service provider and the Head of Corporate Services to continue to drive our digital transformation, including the migration to SharePoint and a cloud-based server environment. The ICTO's primary responsibility is to lead the Association's digital transformation programme, working with the external ICT managed service provider and the Head of Corporate Services. This includes leading on the migration to SharePoint and a cloud-based server environment through planning, implementation and completion, within agreed policies, priorities and resources.

1.4 The ICTO will have an awareness of legal, regulatory and best practice requirements within the IT sector, and will be able to deliver projects in line with the Association's aims. The ICTO will maintain a high degree of technical and professional knowledge of relevant legal, regulatory, cyber-security and IT-sector best-practice requirements. The postholder will apply that expertise to plan and

deliver projects in line with the Association's aims, provide specialist advice to colleagues and management, and be accountable for work completed within agreed policies and delegated authority.

1.5 It is not envisaged that the ICTO will be required to work outwith normal working hours on a regular basis. There will, however, be occasions where this is required. In such cases, compensation will be as time off in lieu of payment (TOIL) and we will endeavor to give as much notice as possible.

1.6 The Association operates a dress code requiring staff to dress in a neat, tidy and business-like fashion at all times.

1.7 The Association has a significant staff training and further education budget and is committed to enabling staff to learn and develop in line with their needs, aspirations and interests. The ICTO will therefore be expected to undertake training to ensure they continue to have the relevant skills and knowledge to be able to perform the role in an effective manner, and they will be encouraged to develop new skills. All training and further education approved by the Association will be at the Association's cost and in the Association's time.

1.8 It is important to note that the duties outlined in this document do not form part of a contract and must be viewed as an indication of the basic duties of the post. For example, staff members may be required to cover the work of others in the event of absence.

2 Key ICT tasks and responsibilities

2. The tasks and responsibilities outlined below will be delivered by the ICTO

2.1 ICT Management:

- Oversee the daily operations of our ICT infrastructure, including desktop PCs, laptops, phones, tablets and software packages
- Manage and maintain our current software systems, particularly Microsoft Office and SDM Housing software, including future upgrades to other packages.
- Manage and maintain the ICT asset register
- Contribute to the management of ICT equipment and software budgets
- Lead the migration process to SharePoint and a cloud-based server environment, ensuring minimal disruption to staff and services.
- Test and troubleshoot migration processes, addressing any issues that arise.

2.2 Technical Support:

- Provide first-line technical support to all staff members, troubleshooting hardware and software issues efficiently.
- Ensure all ICT equipment is up-to-date, secure, and operating at peak efficiency.
- Perform routine checks and maintenance on all ICT equipment to ensure optimal performance and security.
- Produce reports for the Senior Management Team in relation to ICT issues, budgets, service performance, recurring issues, project progress, risks and agreed improvement actions. The postholder will be responsible for monitoring the achievement of operational ICT standards and escalating material exceptions.

2.3 Compliance and Security:

- Ensure compliance with all relevant regulatory and industry best practices, including Cyber Essentials Plus certification.
- Implement and update ICT policies and procedures to enhance data security and integrity.
- Assist in the administration of effective insurance arrangements as they relate to ICT
- Manage the Association's relationship with the external Data protection officer and ensure compliance with all relevant legislation and sector best-practice in this area
- Develop, implement, and maintain ICT policies and procedures to ensure data security and integrity.
- Conduct regular security audits and risk assessments, addressing any vulnerabilities promptly.

2.4 Training and Development:

- Ensure staff are given clear training and direction of IT systems, including when developing and implementing new products and services to ensure efficient use of systems by users
- Develop and deliver training sessions for staff to enhance their ICT skills and ensure effective use of our systems.
- Create user guides to support staff in carrying out ICT tasks

- Keep up-to-date with new technologies and suggest improvements to enhance our ICT capabilities.

2.5 Vendor Management:

- Liaise with external vendors and service providers to ensure high-quality ICT services and support. Including; time-clocking systems, card payment providers, printer provider, workflow planning, complaints packages.
- Manage contracts and service level agreements to ensure value for money and service excellence within the post-holder's delegated authority, monitor supplier performance, address service failures, negotiate improvements and renewals, and make recommendations that secure value for money and service excellence.

3 General and administrative tasks

3.1 The following are the key general and administrative tasks related to the ICT Officer role:

- Lead the development, implementation and review of ICT policies and procedures, making recommendations to the Senior Management Team and ensuring that operational systems reflect approved policy, legal requirements and sector best practice.
- Assist with ICT procurement, including ICT services, hardware and software
- Contribute to quarterly newsletters, annual report and business plan.
- Attend the Annual General Meeting, public meetings and open days, as required.
- Contribute to the Association's work in promoting equality and human rights and uphold the principles and values outlined in the equality and human rights policy.
- Be responsible for the security and protection of the Association's information and to maintain the utmost confidentiality of customers' details at all times.
- Be responsible for the security of the office along with all other members of staff.
- Participate in training and development, attend conferences, seminars and courses, etc, and maintain a level of knowledge and skills to complete your duties effectively and efficiently
- Contribute to the overall activities of the Association and be an ambassador for the Association at all times

3.2 Any other reasonable general and/or administrative tasks as deemed appropriate by the Head of Corporate Services or other member of the Association's management team.

4. Review

4.1 This job description will be reviewed after the ICTO's first year in post. There will be consultation with the postholder prior to any reviews taking place.