

Role Title: ISP Application Support

Salary: Band 6 – PO3 Career Grade (£25,989 – £46,142)

Location: Bradford, Sir Henry Mitchell House

Report to: Finance Manager

About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

Our purpose: To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

Job Overview

Working in the Information Services – Application Support team to deliver application support, maintenance, configuration and development that ensures that the department meets and exceeds agreed service levels to its customers.

Develop innovative solutions to solve business problems and identify opportunities to drive efficiencies across the Council.

Deliver excellent customer service.



Main Duties and Responsibilities

- Where required by a line manager, support, maintain, configure or develop applications to meet and/or exceed agreed service levels.
- Support the continuous development and enhancement of the service and ensure that customer care and service excellence are established as core values.
- Follow service management processes to ensure consistency and effectiveness of the service and contribute to continuous process improvement.
- Use agreed IT service management tools to accurately capture data relating to ITIL processes. Ensure service related documentation is accurate and relevant.
- Collaborate with colleagues to identify and investigate problems in systems and services throughout the organisation. Assist with the implementation of remedies and preventative measures.
- Maintain an understanding of advances in the relevant technology environment and be able to deliver expert advice while looking at ways that new technology can be implemented to deliver service improvements.
- Where required, supervise specialist external technical consultancy.
- Develop and maintain collaborative working relationships with all colleagues and with end users. Provide specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve service delivery.
- Manage the access to highly confidential, personal, financial, political and commercially sensitive information; to ensure compliance with appropriate legislation e.g. DPA, FOI, Child Protection Act, etc, the unauthorised disclosure of which would prejudice the interests of the Council.
- Ensure compliance with appropriate policies, procedures and guidelines. Responsible for assets, equipment and materials within the ICT service undertaking.
- To carry out any other duties as required, which are reasonable in terms of the nature and level of the post.
- Deputise for the Senior ISP or line manager as required.



About You

We are looking for applicants who can demonstrate that they meet the following requirements:

Experience:

At least 1 years' experience working in an ICT business systems environment AND a related BTEC National Level qualification or equivalent or Several years' experience of working in an ICT business systems environment using additional skills identified at Level 1 for the skill set(s) relating to the post.

Requirement:

Able to deliver excellent customer service.

Able to collaborate with colleagues to identify and investigate problems in systems and services throughout the organisation, assisting in the implementation of remedies and preventative measures.

Able to develop and maintain collaborative working relationships with all colleagues and end users.

Able to use IT service management tools to accurately capture data relating to ITIL processes.

Able to successfully deliver end user support.

Knowledge of the ITIL framework and the ability to work within it.

Apply In-depth knowledge of developing appropriate technologies.

Apply In-depth knowledge of supporting appropriate technologies.

Apply in-depth knowledge of implementing appropriate technologies.



Safeguarding Responsibilities

Bradford Children and Families Trust is committed to safeguarding and promoting the welfare of all children who use our services and as such expects all staff to share this commitment.

Successful applicants will be required to complete the relevant safeguarding checks. An DBS check might be requested.

We are an equal opportunities employer.

