

A Day in the Life.....

### **Business Support Officer within the IT Service**

The IT Service comprise of 4 different areas;

- Support & Delivery and Document Solutions – provide 1<sup>st</sup> and 2<sup>nd</sup> level support and be the primary channel for all ICT services, together with providing proactive support through dealing with system events and preventing outages supporting the services of the Council with IT and printing/delivery services. Day to day management of the production environment including data centre, storage, backup/restore, schedules, active directory updates, and management of access permissions. Print and distribution services across the Council.
- Applications & Digital– Provision of technical expertise in enterprise, line of business, web and digital by default applications, responsible for the maintenance, development and integration of systems, and for ensuring appropriate detailed analysis as part of the delivery of new systems.
- Technical Infrastructure & Innovation – Provision of advanced technical expertise in Systems Architecture; servers (physical, virtual and cloud), connectivity (voice, data and unified), end user devices, and managing cyber security to defend the Councils systems and data, responsibility for database administration activity, IT Security, IT Directory, storage and backup services.
- Liaison, Planning & Change – supporting the Technology Strategy and collaboratively working with the Council and partners, supporting and managing IT projects understanding the objectives of the services areas of the council and the bringing forward and transformational opportunities through existing, evolving and emerging technology.

The Business Support Team provides a key role in providing various levels and types of support across the whole service. Supporting the provisioning, contracts and financial processes of the service, there are also opportunities to support specific projects.

The service is located mainly in Red Doles Lane, Huddersfield although we support IT across Kirklees Huddersfield, but you will be an expectation to work from home and the Huddersfield office.

Here are a few examples of the request that you will be asked to carry out;

- Data processing (input and retrieval) - including service based IT systems;
- Day to day provisioning/receipting work on Council finance system (SAP)
- Day to day processing of invoices
- Information and record management as required;
- Produce basic statistical and management information working with teams across IT;
- Responding to non-routine enquiries/ complaints, signposting as required;
- Maintain and Issue Stationery Stock Items;
- Project work (under supervision);

If you like to work in an innovative, technical world of IT supporting our vision with the Technology Strategy, then this just may be the position you're looking for.