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| Senior Administrator -ICT  (EUC - Service Desk)  **SALARY GRADE: HBC4: 07-11** | Halton Borough Council  resourcing@halton.gov.uk |
| Working at Halton | |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture:   * Working Together – building fantastic relationships with colleagues and customers * Continuous Improvement – Keeping great service delivery at the heart of everything we do * Personal Growth – Learning, growing and developing ourselves * Accountability – doing what we say we are going to do * Inspiring Leadership – positive roles models and leading by example   *To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)  **We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**  Aside from working with a great team, our employees have access to a fantastic range of benefits, including:   * A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service * Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions * 3 x Salary Life Cover via Local Government Pension Scheme * Investment in your personal development * Free Car Parking at HBC sites * Car leasing schemes   *For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* | |
| About the Job | |
| Halton Borough Council ICT and Support Services wishes to recruit a Senior Administrator – ICT within the End user compute Division.  We are looking for a Senior Administrator who will enjoy working in a fast paced, varied environment supporting customers through a variety of channels daily.  The post will require interaction with staff at all levels throughout the Authority as well as dealing with 3rd party suppliers. This post offers scope for learning and development within ICT Services.  You will be based on a busy Helpdesk environment, logging calls, resolving problems yourself and routing calls to appropriate technical resources throughout ICT Services following a wide range of processes and procedures.  .   * Provide analytical, help desk and administrative support to the Client Applications Systems Manager and Team for the operation of the Authority’s Client IT Systems   More specific responsibilities include:   * Assist with ICT systems support, training, including help desk services and logging all calls for statistical tracking. Coordinate with software suppliers, providing necessary information for issue resolution. * Generate reports using reporting tools and support system maintenance tasks. * Assist with maintenance of the IT Systems * Assist with system setup under supervision and maintain data integrity through housekeeping processes. * Provide senior managers with relevant data in suitable formats. Contribute to activities within the ICT and Support Services Department and undertake other duties as assigned, within the role's grade. | |
| About You English and Maths qualifications at GCSE Grade C and above or equivalent, or the ability to demonstrate relevant experience. (Qualifications gained from further studies will be considered)  You will also have:   * Relevant experience in an area of ICT. This can be a combination of work and college based work. * ICT skills and experience of using Microsoft Office * High level of written and oral communication skills. Good interpersonal skills. * Ability to organise and present information using various software packages * Experience including delivering projects to tight schedules, demonstrating strong organizational skills and the ability to prioritize tasks effectively to meet deadlines. * Proven analytical skills and the ability to produce data and documents tailored to specific needs. * A self-starter who works well both independently and as part of a team. * Flexible and capable of working under pressure to achieve desired outcomes. * Experience of project management and / or team working. * A good understanding of databases * Evidence of willingness to work flexibly and under pressure. * Ability to be mobile throughout the Borough. | |
| As this role involves regular travel across the borough and sometimes further afield, a driving license and access to a vehicle are essential requirements. Where appropriate, reasonable adjustments will be made in accordance with the provisions of the Equality Act.  The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment. | |
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