



Role Profile

Reference Number	ITS012
Role Title	ICT Support Compliance
Directorate	Resources
Department	IT and IS
Reports to	Team Leader

Role Purpose

To implement IT governance and provide ICT technical support for the management of software licence and hardware assets delivering compliance and financial efficiency.

This role will facilitate multiple operational processes which support the effective provision of IT services, with a maintained focus on compliance and optimised best value. Handling and resolving issues, escalating to others as required.

Accountabilities

- Provide support for the management of all IT hardware, software, and licencing assets to ensure compliance with relevant internal and external policies and permissions.
- Working with ICT colleagues to administer and support the mitigation of cyber security risks and address vulnerabilities.
- Support supplier performance through aligned relationships and contribute to discussions which are supported with detailed intelligence and knowledge of the product, service, recontracts and markets to ensure maximum benefit from these for the council.
- Support colleagues with the implementation and completion of ICT efficiency programmes, to achieve the outputs of identified savings.
- Ensures compliance across ICT and identifies evidence of non-compliance for escalation and resolution.
- Manages systems, service and infrastructure contracts registers with continued focus on rationalisation to support IT technical strategy & standards, digital and strategic objectives.
- Responsible for the safe receipt, storage, stock, and inventory of IT assets, including updating license records, transfer of ownerships, reconciliations and audits as required by BCP and vendor audits
- Ensure the compliant set up software or hardware for employee use as instructed, so that BCP staff have the necessary permissions and equipment to do their job.
- Maintain accurate records and logs so that information is accessible and can contribute to identifying trends in issues and resolutions.
-

Knowledge / Skills / Experience required

- ITIL Foundation.
- Some experience of IT Security, Licencing and IT vendors providing systems, services, and infrastructure.
- Knowledge of ICT customer support protocols, processes, and procedures.
- Sound knowledge of BCP governance policies such as finance, procurement, and Information Governance.
- Some knowledge of current industry developments and local ICT systems.
- Ability to translate technical information into more accessible language for non-specialists.
- Ability to prioritise tasks and activities according to need.

Dimensions of role

- This role does not have any supervisory or management requirements.
- This role does not manage any direct budgets.
- Planning will typically be short term to medium term and responsive to emerging issues and needs, with some planning and prioritising of activities and tasks.

Notes

Date:	16/03/2021
Working Conditions:	● N/A
Working Arrangements:	● N/A