

<b>Title:</b> <b>Deployment Support Specialist</b>	<b>Department:</b> <b>Resources</b>	<b>Post Ref:</b> <b>ER161</b>
<b>Job Purpose:</b> <ul style="list-style-type: none"> <li>• Specification, planning, development and delivery of end user support to maximise the benefits derived from ICT-enabled business projects and the further exploitation of existing ICT tools and technologies.</li> </ul>		
<b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>1. To work with Programme and Project Managers, Technology Partners and Business Analysts to analyse and define the user communication, education, and training and support requirements required to maximise the benefits from ICT-enabled business projects.</li> <li>2. To work with Technology Partners and Business Analysts to analyse and define the user education, training and support requirements required to drive further benefits from the use of existing tools and technologies.</li> <li>3. To plan, develop and deliver the user education, support and training in line with programme, project and business timescales. This may include computer-based training, classroom based training, presentations, floor walking and 1-1 support.</li> <li>4. Support the analysis and identification of the ICT skills needs across the workforce.</li> <li>5. Develop and provide specialist applications support for major customer ICT systems, prioritising and actioning requests for assistance.</li> <li>6. Provide specialist application support guidance to the Service Desk Teams to refresh their knowledge and ability to handle first line calls.</li> <li>7. Maintain up to date application support skills for all relevant systems</li> </ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>1. To the Technology Partners/Programme Managers for the delivery of the deployment support elements of a project on time, within budget and to the required standards.</li> <li>2. To the Technology Partners or Business Analyst for the delivery of any agreed deployment support activity on time, within budget and to the agreed standard.</li> <li>3. To the Technology Partners for accurate and timely reporting as required and updates on progress.</li> </ol>	

<p>8. Contribute to the knowledge base for supporting major customer ICT systems.</p> <p>9. Contribute to the maintenance of an appropriately skilled team to meet the needs of the business plan.</p> <p>10. Membership of any working groups, forums or committees within the post holder's area of work.</p>	
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**The post holder will perform any duty or task that is appropriate for the role described**

**Person Specification**

<p><b>Education and Knowledge</b></p> <p>1. Probably educated to degree level.</p> <p><b>Specialist Knowledge/Skills</b></p> <p>2. Has experience and training in training needs analysis and the delivery of education and training.</p> <p>3. Demonstrates good oral and written communication skills.</p> <p>4. Demonstrates good presentation and facilitation skills.</p> <p>5. Has a good overall knowledge of business processes and how they are supported by key applications.</p> <p>6. Has a good understanding of project management methodologies and lifecycles.</p>	<p><b>Personal skills and general competencies</b></p> <p>1. Sets an excellent example of customer care for other staff.</p> <p>2. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness.</p> <p>3. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards.</p> <p>4. Takes an active role in managing risk, health and safety and safeguarding issues.</p>
<p><b>Experience</b></p> <p>1. Five years relevant work experience in a training and support environment.</p> <p>2. Proven experience in supporting the deployment of ICT-enabled programmes and projects.</p>	

## **Role Dimensions**

1. Projects typically cover all major internal services, schools and/or joint delivery with other public sector partners. Successful delivery is often a critical factor in helping those services achieve external KPIs and internal Strategic Plan objectives.
2. Deployment support may be required for users from NCC, partner organisations and schools.
3. The users supported will include Councillors, Corporate and Service Directors, managers and front line staff.