INFORMATION & SYSTEMS OFFICER

Reference No.	A4956	Type	Individual
Service	Assets, Transportation & Environment		
Job Family	Para-Professional 4	Grade	FC6

Purpose

Assisting the Waste Operations Co-ordinator in the capture, maintenance and management of spatial and Operational data and the development of IT systems in accordance with the Council's aims and values.

Providing a range of services utilising a variety of computerised systems, including Geographical Information Systems and Asset Management Systems, with an aim to provide an efficient and effective digital service in Environmental Services.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Assisting in the updating, maintenance, and support of IT systems for the provision of Environmental Services information through Council Intranet for public access where applicable and within Environment & Building Services. In particular, ensuring a coordinated approach to the corporate mapping system and environmental asset management system.	Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent preferably in computing, Information Management, or other related subject or equivalent experience	✓	
	Experience in a similar environment	✓	
	Knowledge of environmental services including Domestic Waste, Grounds Maintenance and Street Cleansing		✓
	Ability to provide a regular and effective service	✓	

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Coordinating and managing planning of the system and/or acceptance tests, including software security testing, within a development or integration project or programme. Taking responsibility for integrity of testing and acceptance activities and coordinating the execution of these activities. Providing authoritative advice and guidance on any aspect of test planning and execution. Defining and communicating the test strategy for the project. Managing all test processes, including test plans, resources, costs, timescales, test deliverables and traceability. Managing client relationships with respect to testing matters. Identifying process improvements, contributing to corporate testing standards and defining best practice.	Documentation Skills Relationship Building	✓ ✓	
Specifying and developing test scenarios to test that new/updated processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits. Recording and analysing test results, and reporting any unexpected or unsatisfactory outcomes. Using test plans and outcomes to specify user instructions.	Ability to work within defined processes and fulfil a number of delegated operational or technical support tasks, ensuring the highest level of service and working to agreed service levels	✓	
Drafting and maintaining procedures and documentation for applications support. Managing application enhancements to improve business performance. Advising on application security, data protection, licensing, upgrades, backups, and disaster recovery/ business continuity need. Ensuring that all requests for support are dealt with according to set standards and procedure.	Experience of providing or inputting to Disaster Recovery / Business Continuity plans Experience of delivering support and / or customer service to own service or other services Knowledge and experience of the need for System Security and Data Protection	✓	✓ ✓
Undertaking complete design of simple applications using simple templates and tools. Assisting as part of a project team on designing components of the asset management system.	Team Working	✓	
Analysing business processes; identifying alternative solutions, assessing feasibility, and recommending new approaches. Contributing to evaluating the factors which must be addressed in the project. Helping establish requirements for implementing changes in the business process.	Customer Service skills	✓	
Leading the assessment, analysis, planning and design of release packages, including assessment of risk. Liaising with business and IT partners on release scheduling and communicating progress. Conducting	Ability to take ownership for additional / future applications and/or upgrades to both GIS and the asset management system	✓	

Role Profile

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post release reviews. Ensuring release processes and procedures are applied.			
Acting as the routine contact point, receiving, and handling requests for support. Responding to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Providing first line investigation and diagnosis and promptly allocating unresolved issues as appropriate. Assisting with the development of standards, and applying these to track, monitor, report, resolve or escalate issues. Contributing to creating support documentation.	Ability to adhere to agreed BTS and Service standards to ensure these are met internally and delivered	✓	
Prioritising and diagnosing incidents according to agreed procedures. Investigating causes of incidents and seek resolution. Escalating unresolved incidents. Facilitating recovery, following resolution of incidents. Documenting and closing resolved incidents according to agreed procedures			
Defining scope and business priorities for small-scale changes and assist in larger scale scoping exercises. Eliciting and discovering requirements from operational management and other stakeholders. Selecting appropriate techniques for eliciting detailed requirements considering the nature of the required changes, established practice and the characteristics and culture of those providing the requirements. Specifying and documenting business requirements as directed, ensuring traceability back to source. Analysing them for adherence to business objectives and for consistency, challenging positively as appropriate. Working with stakeholders to prioritise requirements.	Interpersonal skills	✓	
Identifying opportunities for further use of IT systems, assisting in implementing and reviewing new IT systems in line with strategic goals to enable more effective and efficient service delivery, modifying areas of change, updating systems to suit, providing expert user level advice to users of new IT systems.	Knowledge of using computers for data capture and G.I.S. mapping interpretation and levels, site surveying, route mapping and managing skills		✓

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	Knowledge of C.A.D. or general computer software e.g. Microsoft Office	✓	
	Skilled at being self-motivated	✓	
Supporting Service performance monitoring through IT systems.	Experience of performance monitoring		✓
Amending or creating corresponding records into asset management software and preparing information required for route management, also verifying and inputting of surveys and data-capture into records.	Working knowledge of Whitespace Environmental system or similar		✓
	Knowledge of environmental applications		✓
Identifying records on all maintenance regimes in line with Environmental Services maintenance routes and maps.	Working knowledge of environmental data systems		✓
Carrying out on-site surveys and measurements to plans, new features etc. and collate data for input.	Ability to travel extensively throughout Fife	✓	
Applying appropriate maintenance regimes and feature types to update inventory and database records to existing in-house and private environmental contracts and collating/maintaining database of all facilities, leased areas and land holdings.	Experience of managing own workload effectively	✓	
Reviewing CAD drawings and filtering relevant data from CAD files provided into GIS format, importing CAD files into GIS records, inputting data for adoptions, land purchases, land sales, land designs and variations to accurately update all GIS records.	Landscape design and interpretation		✓
Carrying out design presentation drawings utilising GIS still and aerial photography.	Aerial photography assessment and capture		✓
Ensuring all land inventory records are accurate and updated regularly.	Ability to input data accurately	✓	
Ensuring the specification for in-house and private environmental contracts and all minor/major changes affecting the contracts are updated regularly.	Skilled in accuracy and attention to detail	✓	
Carrying out variation orders when amendments are made to the Asset Management Software system to ensure accurate charging and providing annual routine maintenance costs for any new landscapes which have been added to existing contracts.	Communication and networking skills	✓	
	Numerical skills	✓	

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Interrogating database to provide maps and statistical information for reports on routes, areas, maintenance regimes, inspection criteria, benchmarking and all other data enquiries.	Ability to create maps, reports and create data enquiries to share information in a user-friendly way	✓	
Identifying areas for random inspection for LEAMS or other quality and performance related systems on a monthly (or as agreed otherwise) basis.	Knowledge and experience of collating and analysing data into user-friendly reports / information	✓	
Preparing drawings and data for Service Manager and/ or Management Team for discussion with Elected Members.	Political awareness		✓
Working with Team Managers and other Services to help shape and frame policy guidelines.			
Liaising with other Services, Council Staff and Councilors on the provision of information held within IT systems.	Customer care skills	✓	
	Influencing skills		✓
Attending and contributing to working groups and meetings.	Experience of benchmarking and sharing best-practice		✓
Involvement in training colleagues when required (this might be in use of the system, or handheld mobile devices)	Experience of training and supporting colleagues		✓
Resolving technical and general queries about the corporate mapping system from internal and external service users (e.g. Keep Scotland Beautiful, Zero Waste Scotland) or escalate query to corporate Research team when necessary.	Problem solving skills	✓	

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:	Expected Behaviours
- Skills Framework (if applicable) **How** we work matters	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.