

## BTS SOLUTIONS SUPPORT OFFICER

Reference No.	G129.01 (3)	Type	Generic
Service	Business Technology Solutions		
Job Family	Para Professional 3	Grade	FC5

### Purpose

Providing a broad range of developed technical, project and business support to ensure agreed BTS service standards are met internally and delivered efficiently throughout Services within the Council and Partnership projects.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<p>SFIA Level 3 – Configuration Management</p> <p>Applying tools, techniques and processes to track, log and correct information related to CIs, ensuring protection of assets and components from unauthorised change, diversion and inappropriate use.</p>	<p>Experience of following procedures, ensuring system integrity and business processes are not compromised (Deliver results – See ‘How We Work Matters’ Framework)</p> <p>Educated to SCQF level 5 which includes National 5 or SVQ level 2 or Standard Grades at Credit level or equivalent</p>	<p>✓</p> <p>✓</p>	
<p>SFIA Level 4 – Methods and tools</p> <p>Providing expertise and support on use of methods and tools.</p>	<p>Challenge existing ways of working; streamline and link processes (Take ownership)</p>		<p>✓</p>

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<p>SFIA Level 3 – Quality Assurance</p> <p>Using appropriate methods and tools in the development, maintenance, control and distribution of quality Skills SFIA6 2015 70/84 and environmental standards. Making technical changes to quality and environmental standards according to documented procedures. Distributing new and revised standards.</p>	<p>Experience of assisting in ensuring conformance with agreed professional policy</p>	<p>✓</p>	
<p>SFIA Level 3 – Change Management</p> <p>Developing, documenting and implementing changes based on requests for change. Applying change control procedures.</p>	<p>Experience in utilising tools for monitoring and reporting on performance (Enhance technology and information)</p>		<p>✓</p>
<p>SFIA Level 3 - Data Management</p> <p>Applying ethical and robust techniques in the transformation of data from one format/medium to another, in line with organisational policies and procedures and being sensitive to risks around the use of information.</p>	<p>Experience of compliance to working standards</p> <p>Ability to assess risk level of change</p>		<p>✓</p> <p>✓</p>
<p>SFIA level 4 – Incident Management</p> <p>Prioritising and diagnosing incidents according to agreed procedures.</p>	<p>Ability to provide a regular and effective service</p>	<p>✓</p>	

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<p>SFIA level 4 – Incident Management</p> <p>Investigating causes of incidents and seeking resolution. Escalating unresolved incidents. Facilitating recovery, following resolution of incidents. Documenting and closing resolved incidents according to agreed procedures.</p>	<p>Consider things from the customer’s view point (Focus on customers)</p> <p>Ensure customer feedback is captured consistently</p>	<p>✓</p>	<p>✓</p>
<p>SFIA Level 2 - User experience Evaluation</p> <p>Assisting in the preparations for evaluations and in operating test environment. Assisting in collection of feedback on the developing design, from end users and other representative sources. Maintaining the test environment.</p>	<p>Experience of working with end users on testing products and solutions</p>		<p>✓</p>
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>BTS SOLUTIONS SUPPORT OFFICER – TECHNICAL</b>			
<p>SFIA level 3 – Porting/Software Configuration</p> <p>Assisting in the configuration of software and equipment and the systems testing of platform-specific versions of one or more software products. Documenting faults, implementing resolutions and retesting to agreed standards.</p>	<p>Ensuring excellent service by delivering right first time (Work together)</p> <p>Experience in accurately following work instructions</p>	✓	✓
<p>SFIA Level 3 – Applications Support</p> <p>Identifying and resolving problems with applications, following agreed procedures. Using application management software and tools to collect agreed performance statistics. Carrying out agreed applications maintenance tasks.</p>	<p>Ability to identify issues and root causes using standard techniques and tools</p> <p>Experience of working with developed independence to undertake and resolve a broad range and often newly arising technical, business and support requests or problems</p>	✓	✓
<p>SFIA Level 3 – Testing</p> <p>Reviewing requirements and specifications, and defining test conditions. Designing test cases and test scripts under own direction, mapping back to pre-determined criteria, recording and reporting outcomes. Analysing and reporting test activities and results. Identifying and reporting issues and risks associated with own work.</p>	<p>Ability to design test and test products and solutions</p> <p>Experience of writing test scripts and analyse results</p>	✓	✓

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<p>SFIA Level 3 – Release and deployment RELM</p> <p>Using the tools and techniques for specific areas of release and deployment activities. Administering the recording of activities, logging of results and documenting technical activity undertaken. Occasionally carrying out early life support activities such as providing support advice to initial users.</p>	<p>Understanding of how release interfaces with change management processes</p> <p>Experience of working in a release and deployment environment</p>	✓	✓
<p>SFIA Level 3 - System Installation</p> <p>Installing or removing hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client. Conducting tests, correcting malfunctions, and documenting results in accordance with agreed procedures. Reporting details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Providing assistance to users in a professional manner following agreed procedures for further help or escalation. Reviewing change requests. Maintaining accurate records of user requests, contact details and outcomes. Contributing to the development of installation procedures and standards.</p>	<p>Understanding of running system/s maintenance routines and installation schedules</p>	✓	

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<p>SFIA Level 3 - IT Infrastructure</p> <p>Carrying out agreed operational procedures, including network configuration, installation and maintenance. Using network management tools to collect and report on network load and performance statistics. Contributing to the implementation of maintenance and installation work. Using standard procedures and tools to carry out defined system backups, restoring data where necessary. Identifying operational problems and contributes to their resolution.</p>	<p>Ability to deliver a range of developed support activities in planning, design, development, test/evaluation, implementation and scheduling (full life cycle stages) of technical or design solutions</p>	✓	
<b>BTS SOLUTIONS SUPPORT OFFICER – BUSINESS</b>			
<p>SFIA Level 3 - Portfolio, Programme and Project support</p> <p>Using recommended portfolio, programme and project control solutions for planning, scheduling and tracking. Setting up project files, compiling and distributing reports. Providing administrative services to project boards, project assurance teams and quality review meetings. Providing guidance on project management software, procedures, processes, tools and techniques.</p>	<p>Understanding of project management processes</p> <p>Understanding of Fife Council project and programme management processes</p>	✓	✓
<p>SFIA Level 4 – Problem Management</p> <p>Initiating and monitoring actions to investigate and resolve problems in systems, processes and services. Determining problem fixes/remedies. Assisting with implementing of agreed remedies and preventative measures.</p>	<p>Problem solving skills (Work together)</p>	✓	

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<p>SFIA Level 3 – Conformance Review</p> <p>Collecting and collating evidence as part of a formally conducted and planned review of activities, processes, products or services. Examining records as part of specified testing strategies for evidence of compliance with management directives, or identifying abnormal occurrences.</p>			
<p>SFIA Level 3 – Release &amp; Deployment</p> <p>Using the tools and techniques for specific areas of release and deployment activities. Administering the recording of activities, logging of results and documents technical activity undertaken. May carry out early life support activities such as providing support advice to initial users.</p>			

### Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

E = Essential Criteria    D = Desirable Criteria

### Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

### Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results