

Technical Support Officer

Department: Growth, Housing and Environment

Division: Operations & Transport - Regulation

Reports to: Manager / Senior Manager

JE Reference: GHE1091

Grade: 7/8

JE Date: 6/10/2021

Job purpose

Providing professional and comprehensive technical support services to the business, initiating, managing and reviewing work processes and systems to enable the business functions of the section to be carried out efficiently and effectively.

Technical Support Officer role is a link grade between grades 7 and 8. Newly appointed Technical Support Officers will be a grade 7. Grade 8 Technical Support Officers will have a minimum of 3 years business support experience working in a specialism as relevant to the service that the role is a part of or have business support experience in more than one technical specialism. Grade 8 Technical Support Officers will generally work with specialist business applications and software of a greater level of complexity involving data/trends analysis and manipulation/recording of drawing (e.g. CAD) and/or have direct line management responsibilities. Grade 8 Technical Support Officers will also typically be responsible for the procurement of goods and services of a substantial value (i.e. between £250k - £1.8m p.a.) and/or be responsible for the security and confidentiality of financial and asset maintenance information, in respect of which, failure to comply with statutory obligations would pose a significant cost and reputational risk to the Government.

Job specific outcomes

Maintain the management of software and technical databases or processes as applicable to the area of the business, by screening, validating and collating technical / operational input and output data, and creating accurate records and files to support the effective running of the sections' activities.

Prepare reports by collating, manipulating and analysing information related to complex operational / business performance and output data as relevant to the section, reporting anomalies, preparing statistics and analysing data to identify trends and potential issues before they become operational problems.

Preparing KPI reports to demonstrate compliance with relevant legislation, procedures and business deliverables applicable to their service function, supporting the provision of optimal, professional and safe services to Islanders.

Undertake a defined programme of specific project management activities and tasks, including budget monitoring, risk management, monitoring timing and achievement of performance measures, arranging reviews and audits and ensuring all relevant documentation is in place, in

order to support the successful running of the section's day-to-day activities and specific project delivery.

Develop, maintain and monitor risk assessments and method statements, maintaining up-to-date records and ensuring all standard operating procedures are completed, reviewed and updated and that document registers, including H&S information (where applicable), are kept up-to-date and incidents are reported, to ensure compliance and best practice governance standards are followed at all times.

Coordinate and control the financial administration of the section, ensuring compliance with Government accounting and procurement procedures, invoicing all relevant chargeable services, including timesheet related recharge information, where applicable, registering revenue and / or capital income; preparing financial reports and revenue estimates and ensuring accuracy and appropriate profiling in accordance with expenditure and income patterns, enabling effective business decisions that support operational delivery of good quality and best value services for the benefit of the public.

Undertake specialist procurement of assets and procurement orders for external contractors as applicable to the role, ordering materials and equipment for the section's operations and raising purchase orders and receipts on delivery to support the effective and efficient running of the section.

Provide the first point of contact for customer enquiries, requests and complaints, taking action as required, organising and enabling the delivery of professional customer service and highlighting areas for improvement based on feedback captured.

Ensure compliance by arranging the collection and processing of samples as applicable to the section's services and receiving, analysing and recording the results and producing periodic reports to be sent to the Regulator, organising the administration of such activities to ensure that the section complies with applicable regulations, guidelines and directives.

Deal with HR and payroll administration matters related to day-to-day staff management for the section on behalf of the manager, collating timesheets, calculating and recording annual leave, sick leave and sickness pay entitlement, recording and monitoring staff training data and ensuring all recruitment procedures are followed and relevant documentation is recorded, thus ensuring that all HR policies and any associated statutory requirements are adhered to and managers and staff are provided with necessary guidance.

Undertake research as relevant to the improvement of business activities, practices and procedures of the section, making recommendations and assisting the technical professionals within the team in the delivery of such improvements, to support the provision of first class services to customers.

Grade 8 Technical Support Officers may be required to plan and organise people resources to ensure work is integrated and coordinated in line with defined operational plans, as applicable to the section of activity.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services (TIER 1,2 and 3 jobs only – DELETE if not applicable)

The role refers to the following specialisms:

Technical Support Officer I (CS8)

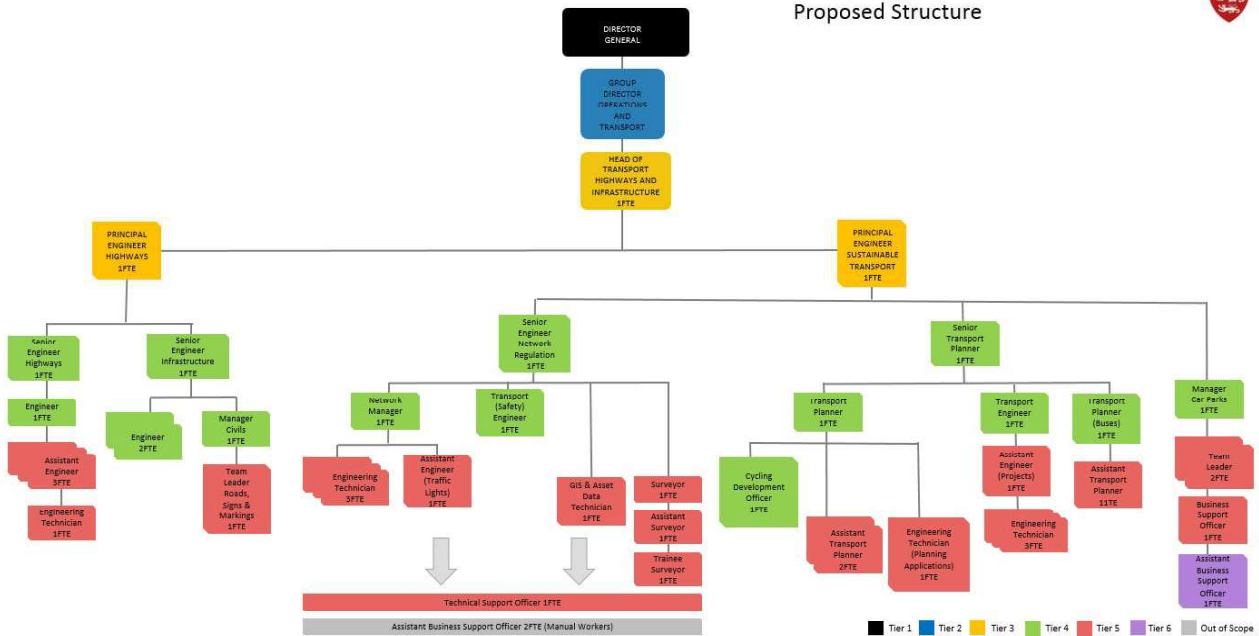
- Technical Support Officer - Regulation
- Technical Support Officer - Electrical
- Technical Support Officer - Pumping Stations
- Technical Support Officer - Car Parks
- Technical Support Officer - Solid Waste
- Technical Support Officer - Energy Recovery Facilities
- Technical Support Officer – Support Services

Technical Support Officer II (CS7)

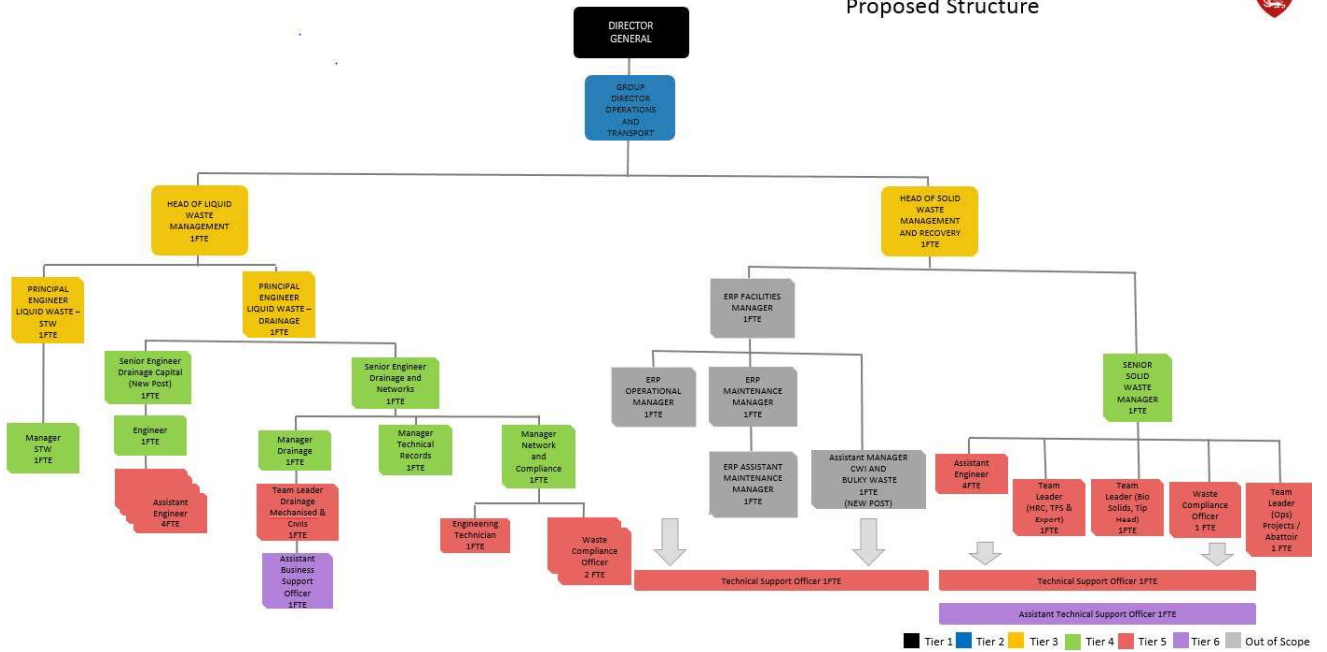
- Technical Support Officer - Regulation
- Licensing Support Officer - Regulation
- Technical Support Officer – Transport
- Technical Support Officer – Fleet Maintenance

Organisation chart

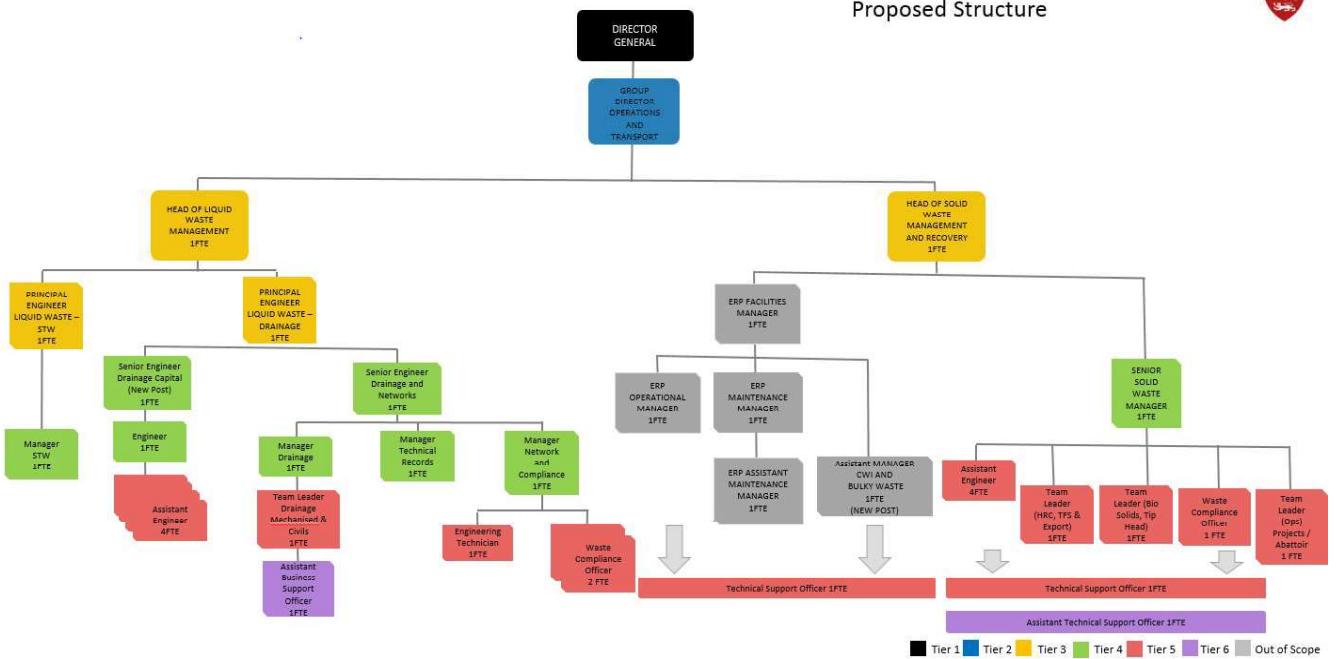
OPERATIONS AND TRANSPORT
Transport, Highways and Infrastructure
Proposed Structure



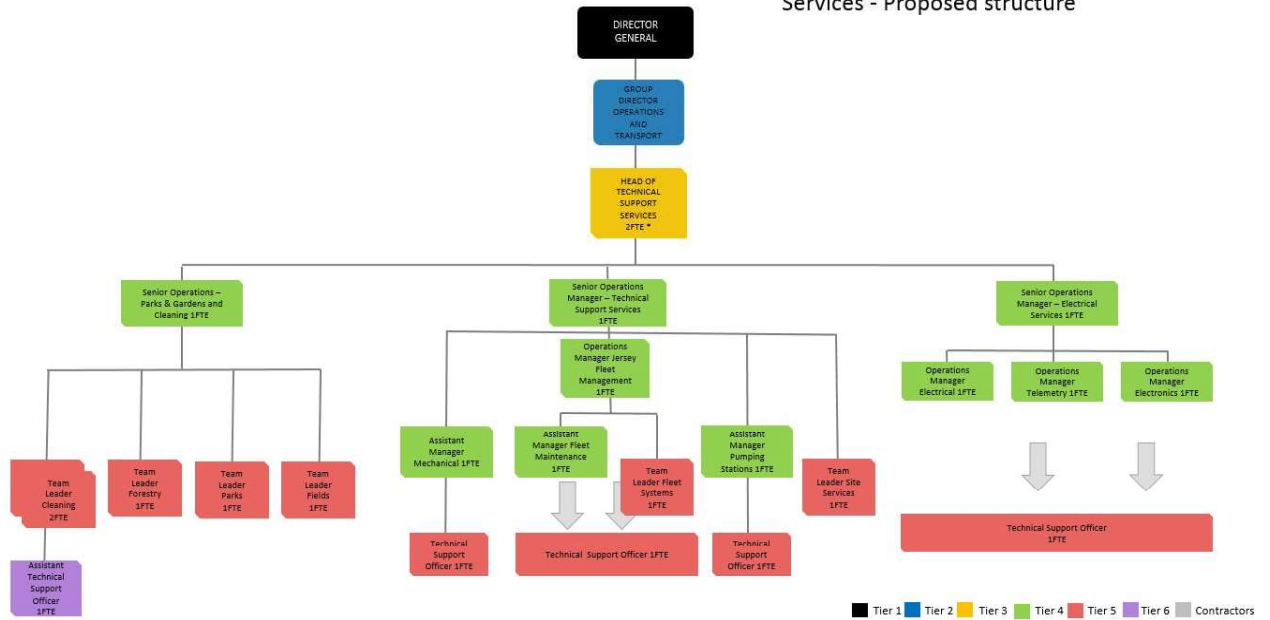
OPERATIONS AND TRANSPORT
Liquid Waste, Solid Waste
Proposed Structure



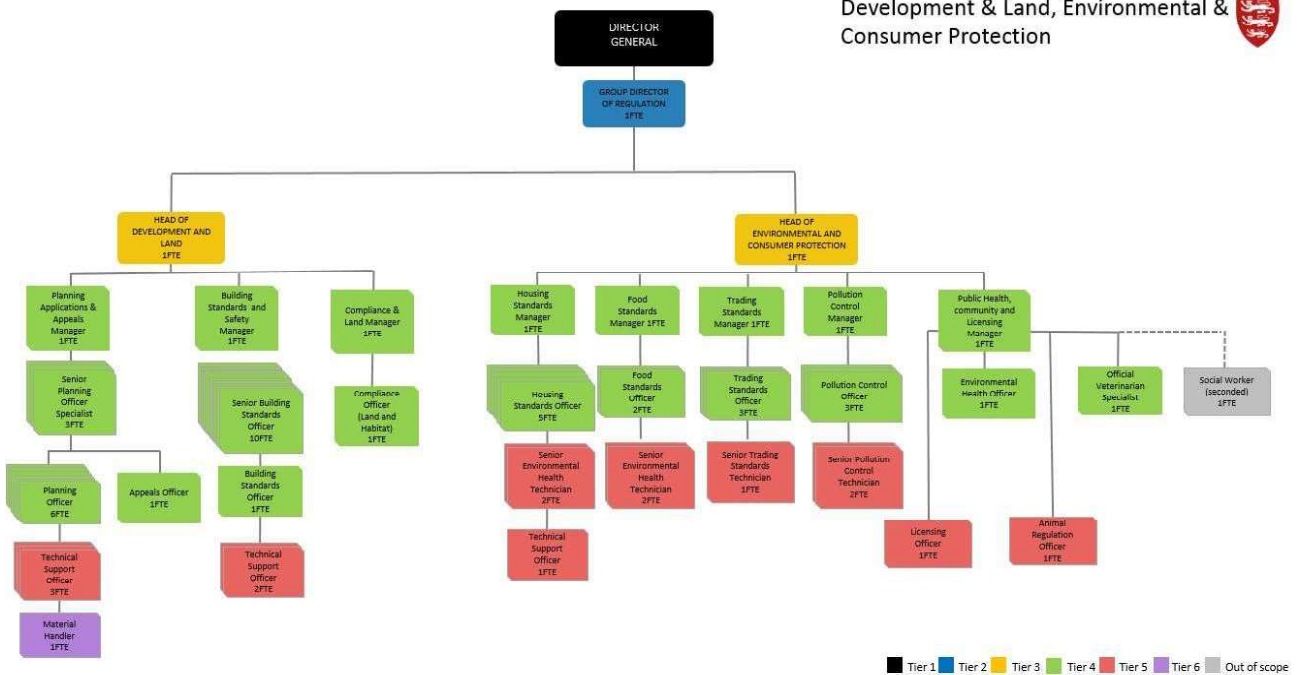
OPERATIONS AND TRANSPORT
Liquid Waste, Solid Waste
Proposed Structure



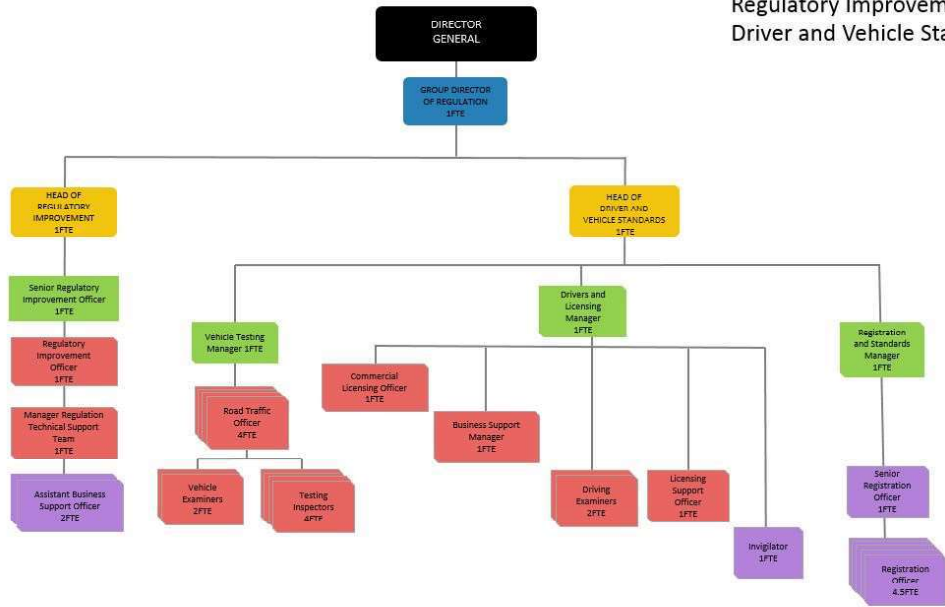
OPERATIONS AND TRANSPORT
 Technical and Support Services,
 Property Maintenance and Municipal
 Services - Proposed structure



REGULATION
 Development & Land, Environmental &
 Consumer Protection

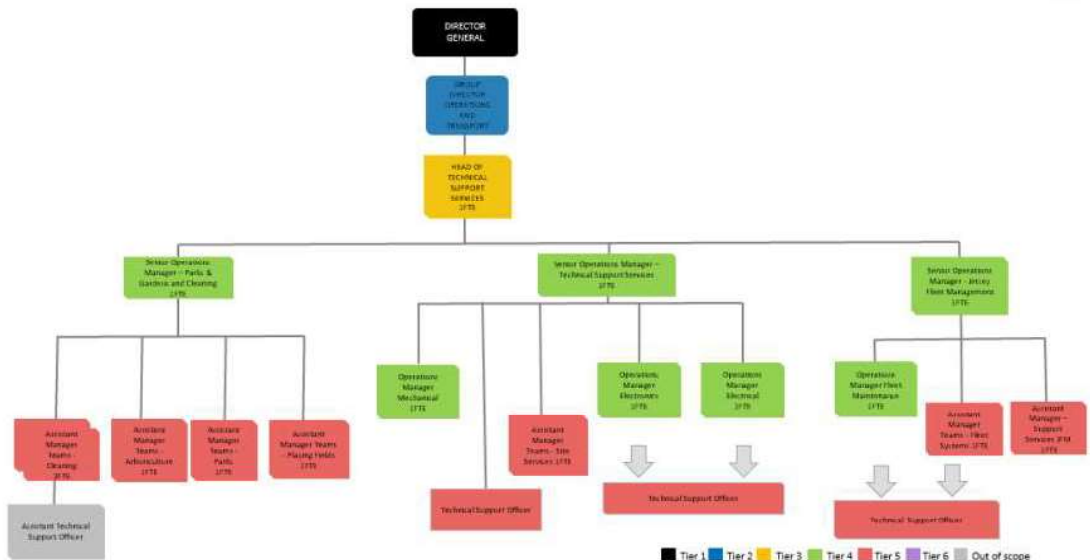


REGULATION
Regulatory Improvement,
Driver and Vehicle Standards



■ Tier 1 ■ Tier 2 ■ Tier 3 ■ Tier 4 ■ Tier 5 ■ Tier 6 ■ Contractors

OPERATIONS AND TRANSPORT
Technical and Support Services



■ Tier 1 ■ Tier 2 ■ Tier 3 ■ Tier 4 ■ Tier 5 ■ Tier 6 ■ Out of scope

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Qualified to A Level, NVQ level 3 or BTEC National Diploma level or equivalent experience in a technical or business administration related specialism</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge of:</p> <p>The latest theory and practices, processes and techniques as related to their industry</p> <p>Technical procurement</p> <p>Microsoft Office Suite</p> <p>Legislation as it relates to the activities of the section, including Health and Safety legislation</p> <p>Business performance metrics</p>	<p>Knowledge or experience of working with:</p> <p>Project management</p> <p>The activity and processes of Government</p> <p>Management reporting as it relates to this role</p> <p>The Growth, Housing and Environment priorities, key objectives, risks and issues relevant to the department division and the role</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Computer literate with ability to operate the Microsoft Office package</p> <p>Ability to use technical business applications designed to capture, store, manipulate and analyse technical data as relevant to the specific service and industry</p> <p>Ability to extract, collate and interpret statistical data</p> <p>Financial awareness</p>	<p>Driving licence (Group B)</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g.</i></p>	<p>Analytical and problem solving skills</p> <p>Strong relationship building skills</p>	

<p><i>effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to prioritise work and meet deadlines</p> <p>Work independently, using own initiative</p> <p>Ability to produce written materials (e.g. letters, reports)</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of:</p> <p>Developing and producing accurate and well-presented written and electronic reports, records and documents</p> <p>Providing management information in both statistical and written form</p> <p>Health and Safety management and risk assessment</p> <p>Demonstrable experience in a specialist technical environment</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 5 core accountabilities attributes and behaviour indicators.

Organisational structure

