

## Kent County Council Job Description: *Technical Support Assistant*

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**Directorate:** Growth, Environment and Transport.  
**Unit/Section:** Public Protection  
**Grade:** KR7  
**Responsible to:** Public Protection Systems and Data Manager

### **Purpose of the Job:**

To provide day-to-day technical support and data management for a range of case management systems and business applications within the Public Protection<sup>1</sup> group of services.

Work closely with a range of colleagues to identify and implement hardware and software system updates improving usability, functionality and associated workflows.

### **Main duties and responsibilities:**

1. Provide technical support to users of a range of systems across the group: troubleshooting problems, providing system-admin duties and, amending templates as required.
2. Liase with third party software provider(s) as necessary to ensure that system problems are resolved efficiently and effectively. Log support calls and liaise with KCC's internal IT department as required.
3. Work with colleagues to improve workflow processes and to plan, develop, test and implement system updates and functional improvements. Facilitate greater use of Microsoft 365 and Microsoft Power Platform applications.
4. Work with colleagues to improve the accuracy and consistency of data collected and held within KCC systems. .
5. Work across all Public Protection services, as may be required from time to time, to provide support for IT projects that the team is working on and to share best practice across the group.

This job description and person specification is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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### Person Specification: *Technical Support Assistant*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>Level 3 Diploma (or equivalent) and/or relevant basic/first level professional qualification.</p> <p>Relevant IT training or can demonstrate equivalent level of skill. (eg, in Microsoft 365 platform/applications)</p>
<b>EXPERIENCE</b>	<p>Troubleshooting and solving complex technical IT problems both individually and as part of a team.</p> <p>Using and developing a wide range of software applications in an educational or work setting.</p>
<b>SKILLS AND ABILITIES</b>	<p>Able to understand and learn the work processes of a busy frontline public service in order to provide required technical support.</p> <p>Able to manage ICT business applications containing large data sets, supporting remote and office-based users with a range of technical skills.</p> <p>Highly developed IT technical skills supporting and developing workflow processes within case management systems and other similar bespoke business applications e.g using Microsoft Power Platform: Power Apps, Automate and BI.</p> <p>Able to think creatively and take a proactive approach. Able to raise appropriate questions where you see problems or issues.</p> <p>Comfortable speaking to a range of colleagues to assist their day-to-day activities, to understand any issues and work on solutions.</p> <p>Able to deal with the emotional aspects of accessing sensitive and potentially distressing information relating to death and bereaved families.</p> <p>Able to write effectively to support users of systems and communicate with developers to solve problems. e.g. to provide bug reporting and system user guides.</p>

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	Able to travel across a wide geographical area in a timely and flexible manner at various times of the day.
<b>KNOWLEDGE</b>	<p>Knowledge of Microsoft 365 applications and Microsoft Power Platform.</p> <p>An understanding of local government and the expectations of services users, preferably in the field of Coroners or other regulatory services.</p> <p>Knowledge of the Data Protection Act and statutory information governance.</p>
<b>ROLE SPECIFIC NOTES</b>	<p>The post holder will be required to successfully complete a DBS check and Non-Police Personnel Vetting Level 2.</p> <p>These will be completed once in post and recurring every 3 years. Post holder is expected to complete and successfully pass these essential vetting checks and notify your manager of any changes in circumstances that may affect your results.</p>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <p>We are brave. We do the right thing, we accept and offer challenge</p> <p>We are curious to innovate and improve</p> <p>We are compassionate, understanding and respectful to all</p> <p>We are strong together by sharing knowledge</p> <p>We are all responsible for the difference we make.</p>

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