Finance and Corporate Services – ICT Services

Person Specification

Digital Service Developer officer

Post number: TBC	Post grade: LS11	
ATTRIBUTES	**ESSENTIAL**	**DESIRABLE**
EXPERIENCE **Work related**	Up to date experience of the implementation, analysis and design of systems. Proven track record of delivering vendor and bespoke system implementations in a customer-oriented, business-focused environment to precise standards. Proven track record of supporting existing systems and problem resolution. Up-to-date experience of the following programming languages/development tools: - Microsoft SQL - Microsoft Visual Basic and/or C# Visual Studio - Net HTML - Microsoft Access - Copilot Studio - Power BI - Power Automate - MS fabric Ability to specify, evaluate and implement complex ICT solutions	**Understand and Be Able to Use Microsoft 365 Products**: Confident in using tools such as Teams, SharePoint, Outlook, Excel, and OneDrive to support collaboration, documentation, and project delivery. Knowledge of the following: - CRM Solutions - Finance Systems - API Integration

	Stakeholder Engagement: Works closely with system owners and department leads to ensure solutions meet user needs and ICT standards. **Data Handling**: Understands the importance of confidentiality and complies with data protection regulations.	
QUALIFICATIONS	A Level or equivalent, in a relevant subject	Microsoft CoPilot Studio Certification
SPECIALIST KNOWLEDGE / SKILLS	**Digital Literacy**: Proficient in Microsoft Office and project documentation tools. **Experience in designing, Implementing, and Configuring Digital Services**: Able to contribute to the development and deployment of digital platforms and tools. **Plan Implementations or Upgrades as Required**: Able to coordinate and schedule system or infrastructure upgrades, ensuring minimal disruption and alignment with project timelines.	
PERSONAL CHARACTERISTICS	Flexible, hard working to react to project deadlines and support requirements Ability to work as part of a team or on own initiative and meet deadlines A professional approach, with excellent communication skills Customer focussed Must have a 'Can do' attitude	Have personal interest in new IT technologies outside of work

	Ability to solve problems	
	Possess an accurate and methodical approach	
	Able to self-learn in the development of new technical skills	
	Excellent research skills	
	Logical thought process	
	Ability to demonstrate a high level of organisational skills	
	Able to show enthusiasm for IT related issues	
	Keeps abreast of the latest technologies and challenges in the IT industry	
PHYSICAL REQUIREMENTS	This role requires the lifting of reasonably heavy boxes and/or equipment, and the use of step ladders.	
SPECIAL WORKING CONDITIONS	Able to work out of hours when required.	
	Full Driving License and and have business insurance	
	Police Vetting may be required in the future	

PREPARED BY: Matt Doar

DESIGNATION: ICT Operation Manager

DATE: 20/11/2025