
Job description

Date: 19 September 2013

Department: Finance and Resources

Post number: 482

Section: Digital Services

Job title: **Digital Analyst (Desktop Support)**

Grade: SO2

Main purpose of job

To be responsible to the relevant manager for work associated with the development, implementation and support of technology solutions and the delivery of same to agreed time, budget and performance standards.

Summary of responsibilities and personal duties

1. To undertake work in one or more of the following areas:-
 - Desktop support
 - Service desk support
 - Post implementation support
 - System configuration and support
 - Software development
 - Package acquisition and implementation
 - Training
 - Network administration and support
 - Database administration
2. The tasks undertaken may include, but are not limited to, assisting with one or more of the following:-
 - the installation and maintenance of hardware and networks
 - the testing, porting, installation, or upgrade of software
 - the design, specification and development of programs and database structures
 - the design and delivery of technical courses to customers.
3. To provide coaching and mentoring support to other Digital Services staff to assist in the development of their skills and knowledge.
4. To assist in the provision of support services relating to specific application systems to both customers and service delivery functions, including computer operations and service desk.
5. To be responsible for investigating and resolving problems and incidents and providing information and assistance to customers, enabling them to make effective use of the systems.
6. To plan, design, prepare and produce documentation to support the promotion, use and maintenance of information systems.
7. To ensure all work is carried out in accordance with organisational standards and procedures.
8. To keep detailed records of own time and assist with performance monitoring and targeting to ensure delivery of work to quality, time and budget.
9. To build and sustain good working relationships with customers and staff.
10. To motivate and manage any staff, that may be assigned to the post holder to ensure effective service delivery and to be responsible for reviewing and implementing a proper staff training and development programme.
11. To participate in all induction and in-service training provided by Belfast City Council and in the induction and support of all newly appointed staff and other

human resource management policies and procedures, as appropriate, including, absence management, disciplinary and grievance procedure.

12. To participate as directed in the council's recruitment and selection procedures.
13. To act in accordance with the council and departmental policies and procedures including customer care, equal opportunities, health and safety, safeguarding and any pertinent legislation.
14. To undertake the duties in such a way as to enhance and protect the reputation and public profile of the council.
15. To undertake such other relevant duties as may from time to time be required.

This job description has been written at a time of significant organisational change and it will be subject to review and amendment as the demands of the role and the organisation evolve. Therefore, the post-holder will be required to be flexible, adaptable and aware that they may be asked to perform tasks, duties and responsibilities which are not specifically detailed in the job description but which are commensurate with the role.

Employee specification

Date: 15 December 2022

Department: Finance and Resources

Post number: 482

Section: Digital Services

Job title: **Digital Analyst (Desktop Support)**

Grade: SO2

Please note that this job is in the discrete area of Desktop Support.

Essential criteria

Qualifications and experience

Applicants **must**, as at the closing date for receipt of applications, either:

- have a third level qualification in a relevant subject such as Computer Science, Information Technology, Information Management or equivalent qualification **and** be able to demonstrate on the application form, by providing personal and specific examples, at least one year's relevant experience in each of the following two areas;
- or
- be able to demonstrate on the application form, by providing personal and specific examples, at least two years' relevant experience in each of the following two areas:
 - (a) Desktop Support: hardware for example PCs, laptops, printers, mobile phones, display screens and software including Microsoft 365 and bespoke applications; **and**
 - (b) working within a multi-disciplinary team to ensure effective information technology provision and support and delivery of information technology projects.

Special skills and attributes

Applicants must demonstrate evidence of the following skills and attributes which may be tested at interview:

Communication skills: the ability to communicate clearly, in oral and written form, in a variety of situations and contribute positively to meetings and discussions.

Information technology knowledge: the ability to anticipate, keep track of and interpret developments in information technology and information services to develop, implement and support IT solutions and to offer effective technical assistance.

Analysis and problem solving skills: the ability to analyse complex situations and make decisions using the data that has been gathered.

Team working skills: the ability to work co-operatively and supportively with colleagues contributing to the success of the team and achievement of objectives.

Customer care skills: the ability to ensure that services are provided to the highest quality within agreed budgets and with a commitment to the principles of customer care.

Organisational skills: the ability to work to agreed time and targets to achieve objectives and the ability to work with varied or conflicting priorities.

Decision making skills: the ability to make operational decisions that may affect others and which contribute to the achievement of operational objectives.

Short-listing criteria

In addition to the above qualifications and, or experience, Belfast City Council reserves the right to short-list only those applicants who, as at the closing date for receipt of application forms, either:

- have a third level qualification in a relevant subject, such as Computer Science, Information Technology, Information Management or equivalent qualification **and** are able to demonstrate on the application form, by providing personal and specific examples, at least two years' relevant experience in each of the above-noted two areas;
- or**
- are able to demonstrate on the application form, by providing personal and specific examples, at least three years' relevant experience in each of the above-noted two areas.

Belfast City Council

Terms and conditions of employment

Digital Analyst (Desktop Support) (SO2) (Permanent)

Digital Services Section

Finance and Resources Department

Job applicant privacy notice

Belfast City Council is the Data Controller under the UK General Data Protection Regulation (UK GDPR) for the personal data it processes relating to job applicants. Processing data from job applicants allows the council to manage the recruitment process, assess and confirm an applicant's suitability for employment and decide to whom to offer a job. It may also need to process data from job applicants to respond to and defend against legal claims.

If you apply for this job, you will be consensually providing your personal data to the council whose lawful basis for processing it is for the performance of a task carried out in the public interest or in the exercise of official authority.

The council will collect a range of information about you, including:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, which may include benefit entitlements;
- whether or not you have a disability, or if your first language is not English, so that it can make reasonable adjustments, as required, during the recruitment process; and
- information about your entitlement or eligibility to work in the UK.

The council will collect this information in a variety of ways for example, by application forms, through forms of assessment, from interview or from your identity documents. It may also collect personal data about you from third parties, such as references, but it will only seek this data if you have been recommended for appointment to the post and it will inform you that it is doing this.

Your personal data will be shared internally within the council with staff who are involved in the recruitment process and, where necessary, between internal departments for the purpose of ensuring a fair, systematic and objective recruitment and selection process is in place. It may also be shared with external consultants appointed by the Council for the purposes of candidate attraction and selection, or for the purpose of language interpretation where appropriate.

Your personal data will not be shared or disclosed to any other organisation without your consent unless the law permits or places an obligation on the council to do so. Your data will be stored in a range of different places including the recruitment file, the HR information management system and other IT systems such as email. It will be held and stored by the council in a safe and secure manner in compliance with data protection legislation and in line with the council's Records Retention and Disposal Schedule.

The Council is also required to collect more sensitive personal data (known as special category personal data) in order to monitor applications for equal opportunities purposes. The equality monitoring information is removed from your application pack before your job application is considered, and is retained in compliance with the council's Records Retention and Disposal Schedule. Your sensitive personal data will not be shared without your consent unless the law permits or places an obligation on the Council to do so.

As a data subject, you have a number of rights. These include your right to:

- access and obtain a copy of your personal data on request;
- require the council to change incorrect or incomplete personal job applicant data; and
- require the council to delete or restrict processing your data.

If you have any queries regarding the processing of your personal data, please contact our Job Line on 028 9027 0640. If you wish to contact the council's Data Protection Officer, please write to Belfast City Council, City Hall Belfast, BT1 5GS or send an email to dataprotection@belfastcity.gov.uk

Please see further details of the terms and conditions relating to this post set out below:

Appointment

The appointment will be made by the selection panel, but will be subject to ratification by the director of the relevant department.

There is currently one permanent, full time post in the discrete area of Desktop Support.

While this is a generic post, there are various specialist areas within Digital Services that require specific experience and skills. Following the application and interview process, a reserve list may be compiled for future vacancies that may arise in the specific advertised area of desktop support. This reserve list would last for a maximum of 12 months and may be offered to those on the reserve list, in order of merit, without further interview. These posts may be either full-time or part-time on a permanent or temporary basis. If however, a Digital Analyst vacancy arises in another discrete specialism, applicants on reserve lists for Desktop Support will not be eligible and may have to reapply.

If you are offered and you accept a temporary position e.g. a temporary part-time position for 3 months, and another temporary part-time position arises from the same recruitment campaign e.g. for 1 year, regardless of whether or not you are still working in your temporary part-time position, you will not be offered any further temporary part-time position.

However, in certain circumstances, when all relevant applicants on the reserve list for temporary vacancies, full-time or part-time, have been offered opportunities for which they expressed a preference on their application form, and if the timing of the reserve list is still valid and there are still temporary vacancies to fill before the reserve list expires, the council reserves the right to 'revisit' the reserve list in strict order of merit. This is the only time when an individual who has been appointed to a temporary position e.g. a temporary part-time position can be offered another temporary part-time position.

If a similar post does become vacant within this time, it will be offered to candidates on the reserve list in the following way:

1. Candidates will be initially contacted by telephone and **must** respond within three working days to accept or decline the post.
2. Candidates who cannot be contacted by telephone will be contacted by letter and **must** respond by telephone or by return of acceptance form within five working days of the date of the letter.

If candidates do not respond within the above time frames, the post will be offered, in order of merit, to the next person on the reserve list. The names of those candidates who have not responded within the above timeframes will be retained on the reserve list, in order of merit, to be considered for future vacant posts.

However, if candidates have been contacted on three separate occasions, and they have not responded within the above timeframes on these three occasions, the council will assume that they are no longer interested in the post and their names will be removed from the reserve list.

Should your contact telephone numbers or your address change since you submitted your application form, it is your responsibility to notify the HR Employee Resourcing Unit on 028 9027 0640 or by emailing jobs@belfastcity.gov.uk with your new contact details.

If applicable, an existing permanent employee of Belfast City Council will, if successful, be appointed on the basis of undertaking a 'temporary project/cover/review' post with the right to return to their substantive post at the conclusion of the 'temporary project/cover/review' post. An existing temporary or fixed term contract employee will, if successful, be appointed on the basis of a further temporary or fixed term contract into a 'temporary project/cover/review' post but with no automatic right to revert back to their original temporary or fixed term contract post. Similarly, an existing agency assignee will, if successful, be appointed on the basis of a 'temporary project/cover/review' post but with no automatic right to revert back to their original agency assignment. Temporary and fixed term contract employees and agency assignees should give consideration to this prior to accepting a temporary post.

Job details

Job description: please refer to the job description for details of the duties of the post.

Employee specification: please refer to the attached employee specification for details of any qualifications, experience etc. which are required for the post. Should an applicant be recommended for appointment to this post, they will be required to produce official original proof of any qualifications etc. they relied upon to support their application. Please also be advised that an applicant must provide evidence to demonstrate that they were in possession of such qualifications etc. at the closing date for applications.

Remuneration

The salary will be determined by the council in line with that determined by the National Joint Council for Local Government Services, currently Salary Scale SO2, SCP 26 to 28, £32,909 - £34,723 per annum (in normal circumstances, the starting salary is the minimum point), paid monthly by direct payment by the Bankers Automated Clearing System (BACS) to a bank or building society account of your choice.

Location

The person appointed will be based initially in 9 Adelaide, 9 – 21 Adelaide Street, Belfast but will be required to work in and/or visit other locations.

Pre-employment checks

Prior to taking up duty the person recommended for appointment must:

- (a) Enter into an agreement which sets out the main terms and conditions of employment.
- (b) Provide evidence of the right to work and reside in the UK via an original full UK birth certificate and original proof of national insurance number (for example, via national insurance card, P45 or payslip etc). No temporary national insurance numbers can be accepted. Individuals who do not have a UK birth certificate will be asked to bring their passport and other documentation as required.
- (c) If applicable, produce official evidence of their qualifications as required. Please be advised that candidates must provide evidence to demonstrate that they were in possession of them at the closing date for applications.
- (d) Provide details of the bank or building society account to which their salary or wage will be lodged.
- (e) Provide two satisfactory work references. If suitably satisfactory references are not received, they will not be offered the appointment.
- (f) Pass satisfactorily a medical assessment by the council's Occupational Health Service provider.
- (g) Complete the relevant Northern Ireland Local Government Officers' Superannuation Committee (NILGOSC) membership or opt out forms.
- (h) Complete a disclosure of family relationships form.
- (i) Complete a disclosure of criminal convictions form, under the Rehabilitation of Offenders (NI) Order 1978 and obtain an Access NI Basic Disclosure Certificate. All applicants who are recommended for appointment to a post within Belfast City Council must provide details in

respect of any criminal convictions which are not regarded as 'spent' convictions. Any disclosed convictions will be taken into account only when the conviction is considered relevant to the post and will be seen in the context of the job, the nature of the offence and the responsibility for the care of existing client/customer and employees.

If the person appointed acquires a conviction throughout the course of their employment with Belfast City Council, they must bring this to the attention of their line manager/departmental HR representative. Failure to comply with this request can result in a breach of the terms and conditions of employment and may result in sanction or dismissal. Any information will be dealt with confidentially and help is available.

Please note that if an applicant is recommended for appointment, they must complete the pre-employment checks, outlined above, within 10 working days or consideration will be given to withdrawing the recommendation for appointment and no formal offer of appointment will be made.

Council policies

The person appointed will be required to comply with all current and future council policies, procedures, guidelines, agreed working practices and any relevant collective agreements incorporated into the contract of employment.

Conditions

The general conditions of service as prescribed from time to time by the National Joint Council for Local Government Services and by the council for its officers shall apply to the appointment and the Single Status Implementation Agreement dated 2007 as renegotiated from time to time is hereby incorporated into the contract of employment.

A copy of the council's Disciplinary Procedure and Grievance Procedure will be issued to all new employees at the council's Induction Course.

Please note if you are an applicant with previous local authority service in England, Scotland, Wales etc., you are advised to clarify your particular situation with regard to the continuity of this service, prior to accepting an offer of appointment from Belfast City Council.

Service and hours of duty

The hours of duty are 37 per week, working five days per week, Monday to Friday. Flexible working hours are in operation between 7.30am and 6.30pm, with set core times that the person appointed must be in work. However, the person appointed will be required to start and finish work at specific times that suit the operational needs of the service and they will, when advised, be required to work outside of these hours for operational reasons including on extra statutory, bank and/or public holidays.

In accordance with the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service variations to the established working week or patterns of work will be reasonable and subject to adequate notice.

Annual leave

Annual leave and extra statutory, bank or public holiday entitlement is calculated in hours/minutes.

A person appointed on the standard full time hours of 37 per week will be entitled to 170.2 hours (23 days) annual leave, plus 88.8 hours (12 days) bank or other holidays.

Annual leave entitlement will be increased by 37 hours (5 days) in the case of officers who have not less than 5 years' continuous service and by a further 22.2 hours (3 days) in the case of officers who have not less than 10 years' continuous service.

Figures in brackets represent the number of days based upon a standard day of 7.4 hrs.

For individuals who do not work the standard full-time hours, annual leave and extra statutory, bank or public holiday entitlement will be calculated on pro-rata basis to their contracted hours, based on the standard full time hours of 37 per week and a standard day of 7.4 hours (i.e. 7 hrs 24 minutes).

Employees are entitled to a holiday with a normal day's pay for each of the statutory, general and public holidays as they occur. Where the balance of the employee's public / bank and statutory holiday entitlement has been exhausted, additional leave taken for public / bank and statutory holidays will be deducted from the employee's annual leave entitlement.

All employees required to work on extra statutory, bank or public holidays will be remunerated in accordance with Part 3, paragraph 2 of the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service.

The leave year commences on 1 April. If an employee starts part way through the annual leave year, the employee will receive annual leave entitlement on a pro rata basis, calculated on the number of days remaining in the current leave year from the first day of employment.

Sick leave

This scheme is intended to supplement Statutory Sick Pay and Incapacity Benefit so as to maintain normal pay during defined periods of absence on account of sickness, disease, accident or assault. Absence in respect of normal sickness is entirely separate from absence through industrial disease, accident or assault arising out of or in the course of employment with a local authority. Periods of absence in respect of one shall not be set off against the other for the purpose of calculating entitlements under the scheme. Employees are entitled to receive sick pay for the following periods:

During first year of service	one month's full pay and (after completing four months service) two months half pay
During second year of service	two months' full pay, and two months' half pay
During third year of service	four months' full pay, and four months' half pay
During fourth and fifth years of service	five months' full pay, and five months' half pay
After five years' service	six months' full pay, and six months' half pay

Superannuation

The person appointed will automatically become a member of the Local Government Pension Scheme (Northern Ireland) LGPS (NI) in line with scheme regulations. They may opt out of the scheme. However, the council is required to comply with automatic enrolment provisions and will automatically enrol the person appointed at certain times. The LGPS (NI) is administered by Northern Ireland Local Government Officers' Superannuation Committee (NILGOSC) (www.nilgosc.org.uk).

Canvassing

Canvassing in any form, oral or written, direct or indirect, will disqualify an applicant for appointment. Candidates can, however, contact the relevant department for further information about the post. The person from the relevant department who provides further information should not be a member of the selection panel.

Notice

The minimum period of notice to be given by an employee shall normally be the ordinary period from one payment of salary or wages to the next.

Belfast City Council may terminate an employee's employment with the council by giving the following period of notice:

Continuous service

Period of notice

One month or more but less than two years	Not less than one week
Two years or more but less than twelve years	Not less than one week for each year of continuous service
12 years or more	Not less than 12 weeks

If applicable, for temporary project / cover / review posts, it is usual to give one week's notice to terminate these temporary arrangements and, if applicable, your statutory notice period which relates to your substantive post with the council remain unchanged.

Probationary period

The person appointed may be required to complete a six month probationary period, if this is a requirement of the relevant department, and during this time one week's notice will be given by the council to terminate employment.

Interview expenses

Reimbursement of interview expenses is not available.

Receipt of applications

Completed applications must be received by jobs@belfastcity.gov.uk by 4pm on **Monday, 6 February 2023**.

Please note that it is the candidate's responsibility to ensure that their application form **is submitted and received in the Human Resources Section by jobs@belfastcity.gov.uk by this closing date and time**. Application forms returned electronically must be submitted as an email attachment. Due to the council's Computer Use Policy and security protocols, storage services such as SkyDrive are not accessible. Applications submitted as a link to a storage service will not be accepted. No late application forms will be considered. No application forms, or supporting information in respect of an already submitted application form, will be considered after this date and time. Applications will not be accepted by fax.

We are unable to issue or receive any hard copy application forms, either by post or hand-delivered.

Short-listing and interview date

It is envisaged that short-listing for this post will take place on **Tuesday, 7 February 2023**. Whilst no specific testing or assessment arrangements are anticipated for this post, depending on the volume of applicants, the council reserves the right to include these mechanisms as part of the selection process. It is also envisaged that interviews will be held via MS Teams on **Tuesday, 21 February 2023**.

The council will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date but it is under no obligation to do so.

Belfast City Council

Application for appointment as:

Digital Analyst (Desktop Support) (SO2)

(There is currently one permanent, full-time post. Other full-time, part-time, job share, temporary and permanent posts may be filled from a reserve list.)

Digital Services Section

Finance and Resources Department

Name of Applicant:

Address:

The closing date for applications is **4pm on Monday, 6 February 2023.**

Completed application forms should be emailed to jobs@belfastcity.gov.uk and you will receive an automatic reply when your application has been received. If you don't receive an acknowledgement within 30 minutes, please call 9027 0640 to confirm receipt (office hours are normally Mon-Thurs 8.30am-5pm, Fri 8.30am-4.30pm). You must confirm receipt **before** the closing date and time as we will not be able to accept applications that are sent but not received before the closing date and time.

Please note we are unable to issue or receive any hard copy application forms either by post or hand delivered. All application forms must be emailed to jobs@belfastcity.gov.uk

If you have a disability and require any reasonable adjustments, or your first language is not English and you require any assistance with any aspect of our recruitment and selection process, please call 028 9027 0640

Belfast City Council is an equal opportunities employer and we welcome applications from all sections of the community



The post of Digital Analyst (SO2) has a generic job description but there is currently one vacant permanent post in the discrete area of Desktop Support.

While the post of Digital Analyst (within the discrete area of Desktop Support) has a generic job description, there are several discrete and specialist areas of work within Digital Services that require specific experience and skills. This specific recruitment exercise is for Digital Analyst posts in the area of Desktop Support. On this basis, a reserve list may therefore be compiled for future vacancies that may arise only in the specific area of Desktop Support. If a Digital Analyst vacancy arises in another discrete specialism unrelated to Desktop Support, the applicants on the reserve lists for the Desktop Support team will not be eligible and will have to reapply.

We anticipate that the reserve list for Digital Analyst posts in Desktop Support will last for 12 months, or until it is exhausted, whichever is sooner. Should a post in Desktop Support become available within this time we may offer it to those on the reserve list, in order of merit, without further interview.

These posts may be either on a permanent or temporary basis (including fixed term) and may be working full-time, part-time or job share hours.

Please indicate below whether you would be interested in a permanent or temporary (including fixed term) post working full-time, part-time or job share hours by ticking the appropriate box.

If you are interested in both permanent and temporary (including fixed term) positions, please tick (✓) both boxes.

Contract type:

Permanent Temporary (including fixed term)

Hours of work:

Full-time Part-time Job share

You can apply for all positions and, if appointed to the reserve list, you will be considered for permanent and temporary (including fixed term) vacancies and for full-time, part-time and job share hours.

If you apply for all positions, you can accept an offer of temporary (including fixed term) employment without giving up your right to be considered for a permanent post. Similarly, you can accept a post working part-time hours without giving up your right to be offered a post working full-time hours.

It is important to note: If you are placed on the reserve list, you will only be offered vacant posts on the basis of the information you have provided above. For example, if you have ticked that you are applying for a permanent position only and a temporary (including fixed term) position becomes available, we will not offer you this temporary post. Similarly, if you have ticked that you wish to be considered for full-time hours only and a part-time post becomes available, we will not offer you this part-time post.

Section 1: Personal details

Are you currently employed by Belfast City Council?

Yes No

If yes, please enter your staff number:

Have you been previously employed by Belfast City Council?

Yes No

If yes, please state your reason for leaving:

1. Your details

(a) Title: (Mr, Mrs, Ms, Miss, Mx, Dr etc)

(b) Forenames:

(c) Preferred name:

(d) Surname:

2. Contact details

(a) Telephone number:

(b) Email address:

(c) Address 1:

(d) Address 2:

(e) Town:

(f) County:

(g) Postcode:

3. Other information

National insurance number:

Section 2: Qualifications and employment history

4. Qualifications

- (a) Details of qualifications obtained (please refer to employee specification):
 Please state name, level and grade of qualification, the year attained and the examining body or university/college which awarded your qualification as this information may be needed by the selection panel.
If applicable, applicants must, as at the closing date for receipt of application forms, have a third level qualification in a relevant subject, such as Computer Science, Information Technology, Information Management or equivalent qualification.
If applicable, please detail your relevant qualification(s) below:

Year:	Examining body / University / College:	Level of qualification:	Subject:	Grade or mark:

- (b) If you are applying for a post on the basis of a qualification which is not stated on the employee specification but which you consider to be equivalent, please list the main topics and modules below to demonstrate how you feel it is equivalent in terms of level, breadth, depth and content etc. Please also provide any further information which you feel supports your case.
 (The selection panel will make the final decision on the relevance and equivalence of your qualification.)

Year:	Examining body / University/College:	Level of qualification:	Subject and modules studied:	Grade or mark

Any other support evidence as to the equivalence of the qualifications stated, for example, breadth of overlap with qualification as detailed in the employee specification:

Employment history

(c) Details of current employment and current position held:

Name and address of current employer (if any):	Exact date employment commenced (dd/mm/yyyy):	Position held with current employer:	Salary:

(d) Details of previous employment and positions held:

Name and address of previous employer(s):	From: (dd/mm/yyyy)	To: (dd/mm/yyyy)	Position(s) held:	Salary:

Section 3: Experience

5.

You must complete the application form in either typescript (Arial font size 11) or legible handwriting using black ink. You must limit your text in this section to no more than one A4 page per criterion. You must not use continuation sheets. If you submit more than one page per criterion, the short-listing panel will only consider the first page of information and you may not be short-listed.

Applicants **must**, as at the closing date for receipt of application forms, be able to demonstrate by providing personal and specific examples on the application form, that they meet the experience as stated in the employee specification.

Essential criteria

Applicants **must**, as at the closing date for receipt of applications, either:

- have a third level qualification in a relevant subject such as Computer Science, Information Technology, Information Management or equivalent qualification **and** be able to demonstrate on the application form, by providing personal and specific examples, at least one year's relevant experience in each of the following two areas;

or

- be able to demonstrate on the application form, by providing personal and specific examples, at least two years' relevant experience in each of the following two areas:
 - (a) Desktop Support: hardware for example PCs, laptops, printers, mobile phones, display screens and software including Microsoft 365 and bespoke applications; **and**
 - (b) working within a multi-disciplinary team to ensure effective information technology provision and support and delivery of information technology projects.

Short-listing criteria

In addition to the above qualifications and, or experience, Belfast City Council reserves the right to short-list only those applicants who, as at the closing date for receipt of application forms, either:

- have a third level qualification in a relevant subject, such as Computer Science, Information Technology, Information Management or equivalent qualification **and** are able to demonstrate on the application form, by providing personal and specific examples, at least two years' relevant experience in each of the above-noted two areas;

or

- are able to demonstrate on the application form, by providing personal and specific examples, at least three years' relevant experience in each of the above-noted two areas.

In boxes (a) and (b), please provide the following details:

- (a) You must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail your Desktop Support experience with hardware, for example, PCs, laptops, printers, mobile phones, display screens and software including Microsoft 365 and bespoke applications, any issues, or problems you encountered and how you resolved these, etc.
- (b) You must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail the range of multi-disciplinary teams you worked with, your personal role within the team, how as part of this team you ensured effective delivery of the project including IT provision, how you supported software solutions, etc.

(a)

Please demonstrate in this box, by providing personal and specific examples, that you have at least either one year's or two years' relevant experience (as outlined in the Employee Specification) of Desktop Support: hardware for example, PCs, laptops, printers, mobile phones, display screens and software including Microsoft 365 and bespoke applications.

(Please note, Belfast City Council reserves the right to short-list only those applicants who, can demonstrate at least either two years' or three years' relevant experience in this area)

Continuation sheets must not be used

(b)

Please demonstrate in this box, by providing personal and specific examples, that you have at least either one year's or two years' relevant experience (as outlined in the Employee Specification) of working within a multi-disciplinary team to ensure effective information technology provision and support and delivery of information technology projects.

(Please note, Belfast City Council reserves the right to short-list only those applicants who, can demonstrate at least either two years' or three years' relevant experience in this area)

Continuation sheets must not be used

Section 4: Other information

6. Notice required to terminate present position:

7. If you are not currently employed by Belfast City Council, please provide the required information of two persons not related to you, to whom references may be sent. Both of your referees must be either your current or previous employers (if applicable). Both should be able to comment on your ability to carry out the particular tasks of the job. If you do not wish us to contact your present employer, please provide your most recent previous employer.

1. Current or previous employer (if any)

Name:

Job title:

Name of organisation:

Address (including post code):

Contact telephone:

Email address:

2. Other employer referee (or character reference if applicable):

Name:

Job title (if applicable):

Name of organisation (if applicable):

Address (including post code):

Contact telephone:

Email address:

I certify that the above information is correct and understand that any false or misleading information, if proved, may result in no further action being taken on this application, or, if appointed, dismissal from the service of the council.

Signed:

Date:

Equal opportunity monitoring form

HR Reference number: 0000001903/

Belfast City Council is committed to ensuring that all eligible persons have equality of opportunity for employment and advancement in the council on the basis of ability, qualifications and aptitude for the work. To ensure the effective implementation of the Equal Opportunities Policy all applicants are requested to complete the following questionnaire. This questionnaire will be removed from your application form and will be strictly controlled in accordance with the Code of Practice on Monitoring agreed with Trade Unions.

This questionnaire will not be seen by either the short-listing or interview panels.

Personal details:**Date of birth:****Gender Identity:**

How do you define your gender?

Male

Female

Prefer not to answer

I use another term (for example, Intersex, non-binary), please specify:

Do you consider yourself to be trans* or transgender?**

Yes

No

Prefer not to say

*Trans can be used as an umbrella term to describe people whose gender is not the same as, nor does it sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more of a wide variety of terms e.g. transgender, transsexual, gender-queer (GQ), gender-fluid, non-binary, crossdresser, genderless. The use of trans as an umbrella term may not be acceptable to all transgender people.

** Someone who intends to transition, is transitioning or has transitioned from the gender they were assigned at birth.

Family status:

Married

Single

Divorced

Separated

Widowed

Cohabitant

Civil partnership

Dissolved civil partnership

Prefer not to answer

Other, please specify

Ethnic origins:

White

Indian

Pakistani

Bangladeshi

Chinese

Irish Traveller

Black African

Black Caribbean

Prefer not to answer

Black other, please specify

Mixed ethnic group, please

specify

Other, please specify

Please state your nationality or citizenship (for example, British, Irish, Polish):

Official use only:

Dob

Gender Identity

Status

Ethnic origin

Nation

Persons with and without a disability:

A person has a disability if they have “a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities” (Disability Discrimination Act, 1995)

Do you, in accordance with the above, have a disability?

Yes No

Prefer not to answer

Disability

If yes, please state nature of disability:

If No, have you ever had a disability?

Yes No

Prefer not to answer

History

While the selection panel will be made aware that you have a disability for the purposes of operating the Guaranteed Interview Scheme, they will not know the nature of your disability or if you need any reasonable adjustments as part of the recruitment and selection process unless you advise them.

Therefore, if you require any reasonable adjustments as part of the recruitment and selection process, please outline them:

If you wish to discuss any of this information further or you require any further clarification about the Guaranteed Interview Scheme, please feel free to contact our Helpline on **(028) 9027 0640** and we will be happy to help.

In addition, if you are aware of any adjustments that you will require, should you be successful in obtaining the job, please outline them:

Official use only:

Persons with and without dependants:

If yes, please tick the relevant box(es) below- you may tick more than one box

Do you look after or are you responsible for caring for anyone? Yes No

Dependants

If yes, please tick the relevant box(es) below- you may tick more than one box

Children Relative A person with a disability

Prefer not to answer

Other, please specify:

Sexual orientation:

What best describes your sexual orientation?

- Bi
- Gay/lesbian
- Heterosexual/straight
- Prefer not to answer
- I use another term, please specify:

Orientation

Religious affiliation or community background:

The council is required by The Fair Employment and Treatment (NI) Order 1998 to monitor the perceived religious affiliation or community background of its employees and applicants. In accordance with the Monitoring Regulations 1999, we are asking you to indicate the community to which you belong by ticking the appropriate box below:

- I am a member of the Protestant community
- I am a member of the Roman Catholic community
- I am a member of neither the Protestant nor Roman Catholic communities
- Prefer not to answer

Code

Method

Please note: If you do not complete this section, we are encouraged to use the 'residuary' method, which means that we can make a determination on the basis of personal information on your application form.

Religious belief or tradition:

Please specify your religious belief, for example, Christian, Hindu, Muslim:

Religious belief

No religious belief

Not disclosed

Additional information:

To monitor the effectiveness of our advertising, please indicate where you saw this job advertised:

- | | | | | | |
|---|--------------------------|--------------------|--------------------------|------------------------------|--------------------------|
| Belfast Telegraph | <input type="checkbox"/> | Irish News | <input type="checkbox"/> | Newsletter | <input type="checkbox"/> |
| Sunday Life | <input type="checkbox"/> | Specialist journal | <input type="checkbox"/> | LinkedIn | <input type="checkbox"/> |
| Council trawl | <input type="checkbox"/> | Council website | <input type="checkbox"/> | Nijobfinder.co.uk | <input type="checkbox"/> |
| Facebook | <input type="checkbox"/> | Twitter | <input type="checkbox"/> | Word of mouth | <input type="checkbox"/> |
| Department of Learning, Jobs and Benefits | <input type="checkbox"/> | Executive search | <input type="checkbox"/> | Localgovernmentjobsni.gov.uk | <input type="checkbox"/> |

Other, please state where: