

Job description

Digital Support Technician

Band 4

At West Suffolk Council we positively encourage agile working, with work being an activity we do, not a place we go. Work styles are led by operational and organisational need and are jointly agreed between manager and employee. Offices available to work in are both council's premises at West Suffolk House, Bury St Edmunds, and Mildenhall Hub, Mildenhall. You may reasonably be required to work at any other of the council's or stakeholder's premises as required to meet the needs of the service.

The role will support the implementation of the council's Target Operating Model for customer access ensuring that digital services support the council's programme of transformation with the customer at the heart.

The Digital Support Technician will report to Business Analyst within the Change and Digital Transformation Service.

Key responsibilities and activities

Provide technical and technical administrative support to the Change and Digital Transformation Service. Including:

- Updating website and intranet to ensure information and documents are up to date and comply relevant policies and standards including the Data Retention Schedule and the council's accessibility guidelines.
- Creation of digital forms using various technologies including but not limited to, Adobe, Granicus, Microsoft, DocuSign.
- Supporting implementation of the councils target operating model by participation in change and service improvement projects.
- Responsible for the development of standard operating procedures to support the councils change and service improvement programme.
- To monitor, escalate and ensure timely resolution of service desk tickets within the service.
- To perform system housekeeping and maintenance duties, provide system testing resource to support projects and attendance at meetings as appropriate.
- Development and delivery of training to internal services to support the introduction of digital solutions.
- Work collaboratively with colleagues to ensure that all services are adequately covered during periods of leave/absence, and that customers are provided with a high level of service.
- Contribute to the development of the change and digital transformation service through identification of service improvements, participation in

meetings, liaison with other service areas, ongoing training and personal development.

- Amending and improving the council's website in response to complaints and Freedom of Information Act requests.
- Supporting the implementation of service-wide process improvements and service developments.
- Supporting the team in the administration of freedom of information act requests, data subject access requests and complaints for the service as required.
- Other duties commensurate with the post as directed by the line manager or appointed officer.

March 2025