

## Disgrifiad Swydd

<b>Teitl Y swydd</b>	Swyddog Cyflenwi Gwasanaeth TGCh Iau
<b>Rhif Gwerthuso Swyddi</b>	JD1780
<b>Adran/Adain</b>	TGCh a Rheoli Gwybodaeth
<b>Graddfa SCP a chyflog</b>	Graddfa 6 £24,294 - £25,545
<b>Diben y Swydd</b>	Provide IT Service Desk and Desktop Support for Computer Hardware and Software, including logging, diagnosis, installation, maintenance and support of IT systems
<b>Lleoliad</b>	Canolfan Rheidol, Aberystwyth
<b>Oriau Gwaith</b>	37 awr yr wythnos
<b>Math o Contract</b>	Llawn amser
<b>Hyd y Contract</b>	Parhaol
<b>Teitl swydd y Rheolwr Llinell Uniongyrchol</b>	Uwch Swyddog Cyflenwi Gwasanaethau TGCh
<b>Cyfrifoldebau Goruchwyllo/Rheoli – os ydyw'n berthnasol</b>	Dim
<b>Dyletswyddau a chyfrifoldebau</b>	<ul style="list-style-type: none"> <li>• <b>Gwasanaeth Cwsmeriaid:</b> Darparu gwasanaeth eithriadol i bob cwsmer, gan feithrin perthnasoedd cryf gyda staff ar draws y sefydliad. Mynd i'r afael ag anghenion cwsmeriaid trwy ryngweithiadau wyneb yn wyneb, dros y ffôn, a chyfathrebu digidol i sicrhau profiad sy'n canolbwyntio ar y cwsmer.</li> <li>• <b>Arloesi:</b> Archwilio technolegau, cysyniadau, a syniadau diweddaraf sy'n cyd-fynd ag anghenion ein cwsmeriaid ac sy'n ategu ein systemau presennol a datblygol.</li> <li>• <b>Datblygiad Proffesiynol:</b> Cyfranogi mewn cyrsiau hyfforddi, gweithdai, a chynadleddau, yn fewnol ac yn allanol, i wella sgiliau a gwybodaeth sy'n angenrheidiol ar gyfer y rôl.</li> <li>• <b>Rheoli Asedau:</b> Cynnal cofnodion cywir o asedau TG mewn meysydd sylweddol, gan sicrhau bod yr holl asedau'n cael eu hawdurdodi ac yn cydymffurfio â gofynion trwyddedu.</li> <li>• <b>Rheoli Newid:</b> Dogfennu a gweithredu newidiadau cyn dogfen yn effeithiol ar sail ceisiadau ffurfiol, gan sicrhau trosglwyddiadau esmwyth a lleiafswm o darfu.</li> <li>• <b>Rheoli Problemau:</b> Monitro, ymchwilio, a chynorthwyo wrth ddatrys materion system a gwasanaeth, gan weithredu'r atebion a'r mesurau ataliol a gytunwyd</li> <li>• <b>Desg Wasanaeth a Rheoli Digwyddiadau:</b> Ymdrin â digwyddiadau a cheisiadau yn effeithlon yn unol ag egwyddorion ITIL, gan gadw at weithdrefnau sefydledig. Cynnal a chreu dogfennaeth gymorth i hwyluso cymorth effeithiol</li> <li>• <b>Rheoli Ystâd TG:</b> Monitro a sicrhau cydymffurfiaeth â phrosesau sefydledig, gan adnabod a mynd i'r afael â</li> </ul>

	<p>digwyddiadau o ddiffyg cydymffurfiaeth, ac yn eu hescalu os oes angen.</p> <ul style="list-style-type: none"> <li>• <b>Gweinyddiaeth Ddiogelwch:</b> Cynnal Polisi Diogelwch Gwybodaeth TGCh, ymchwilio i ddigwyddiadau diogelwch bach, cynorthwyo defnyddwyr gyda hawliau mynediad, a chynnal cofnodion a dogfennau diogelwch. Tynnu sylw'r Rheolwr Diogelwch TGCh at unrhyw doriadau diogelwch.</li> <li>• <b>GDPR:</b> Sicrhau cydymffurfiaeth â chanllawiau GDPR, gan adnabod ac ymateb yn brydlon i unrhyw doriadau.</li> <li>• <b>Cymorth Ceisiadau:</b> Datrys problemau ceisiadau yn unol â gweithdrefnau sefydledig, perfformio tasgau cynnal a chadw, a chymhwyso diweddariadau a thrwsio dogfennedig.</li> <li>• <b>Gweithrediadau TG:</b> Gweithredu gweithdrefnau gweithredol, gan adnabod a chyfrannu at ddatrys problemau gweithredol.</li> <li>• <b>Dyletswyddau Eraill:</b> Perfformio dyletswyddau eraill yn ôl yr angen, a all esblygu mewn ymateb i newidiadau sefydliadol, i gefnogi hyblygrwydd ac addasrwydd y rôl.</li> </ul>
<p><b>Atebolrwydd</b></p>	<p>Disgwylir i ddeiliad y swydd weithio'n agos gyda Rheolwr Darparu Gwasanaethau TGCh yn ogystal ag aelodau eraill o'r tîm, ond bydd angen iddo hefyd weithio'n annibynnol.</p> <p>Bydd arweiniad a chymorth yn cael eu darparu, ond disgwylir i ddeiliad y swydd greu a datblygu prosiectau yn annibynnol, delio â chleientiaid, ac olrhain diffygion a chwilod fel bo'n briodol.</p> <p><b>Cyfrifoldeb dros yr adnoddau canlynol:</b></p> <ul style="list-style-type: none"> <li>• Cyfarpar Cyfrifiadura Personol (e.e. Gliniaduron, Cyfrifiaduron Personol, Ffôn Symudol, Tabled) ac unrhyw offer prawf / gwerthuso.</li> <li>• Unrhyw symudiad o gyfarpar neu stoc cyfrifiadurol rhwng swyddfeydd fel bo'n angenrheidiol.</li> </ul> <p><b>Systemau data:</b></p> <ul style="list-style-type: none"> <li>• Cynnal Cyfrinachedd, Argaeledd ac Uniondeb holl Systemau'r Cyngor.</li> </ul> <p><b>Defnydd o'r systemau data canlynol ar gyfer cofnodi a thrin data:</b></p> <ul style="list-style-type: none"> <li>• Systemau Cyllid, Caffael a Chyfrifeg.</li> <li>• Cyfeirlyfr Gweithgar a Rheoli Asedau.</li> <li>• Desg Wasanaeth TGCh.</li> </ul>

## Manyleb y Person

<b>Teitl y Swydd</b>	Swyddog Cyflenwi Gwasanaeth TGCh Iau			
<b>Y cymwysterau academaidd/proffesiynol/ Technegol/galwedigaethol (gan gynnwys Lefel y cymwysterau) sy'n ofynnol ar gyfer y swydd</b>	HNC neu gymhwyster cyfatebol mewn pwnc sy'n gysylltiedig â TGCh, neu wybodaeth a sgiliau cyfatebol a gafwyd drwy brofiad perthnasol.			
<b>Lefel y sgiliau ieithyddol sy'n ofynnol ar gyfer y swydd</b>  (Cyfeiriwch at ganllawiau ar ceri   net)	Gweler y tabl isod.  Nodyn: Bydd gofyn i'r ymgeisydd llwyddiannus ddysgu'r iaith o fewn 2 flynedd i'w benodi os nad yw ef/hi yn siaradwr Cymraeg ar hyn o bryd.			
	<b>Gwrandawriad/ Siarad</b>	<b>Darllen</b>	<b>ysgrifen</b>	
<b>Saesneg (Lefelau Fframwaith ALTE)</b>	5	5	5	<b>Hanfodol</b>
<b>Cymraeg (Lefelau Fframwaith ALTE)</b>	4	2	2	<b>Hanfodol *</b>
<b>Sgiliau ymarferol/ personol sy'n ofynnol ar gyfer y swydd</b>	<ul style="list-style-type: none"> <li>Ymddygiad cwrtais a hawdd mynd ato, yn gallu deall anghenion defnyddwyr ac yn cynorthwyo i wella systemau i fodloni anghenion y defnyddiwr.</li> <li>Rhaid gallu deall materion a bod â sgiliau rhesymegol a chreadigol i greu a datblygu atebion TGCh.</li> <li>Gwybodaeth fanwl am: <ul style="list-style-type: none"> <li>System weithredu Microsoft Windows 10/11.</li> <li>Caledwedd desg.</li> <li>Microsoft Office a gwasanaethau eraill sy'n seiliedig ar TGCh.</li> </ul> </li> <li>Gwybodaeth am bolisiau a gweithdrefnau'r Cyngor ynghyd â gwybodaeth dda am ddeddfwriaeth mewn perthynas â Gwybodaeth (FOI, GDPR, RIPA ayb).</li> <li>Y gallu i ddangos tact a disgresiwn mewn perthynas â'r holl randdeiliaid.</li> <li>Yn gallu rheoli llwyth gwaith ei hun, gan weithio'n unigol gan ddefnyddio menter neu fel rhan o dîm.</li> <li>Gweithio'n hyblyg dan bwysau ac ymateb i faterion mawr.</li> <li>Sgiliau cyfathrebu rhyngpersonol da i alluogi cyfathrebu gyda staff ar bob lefel.</li> <li>Y gallu i ddarparu hyfforddiant perthnasol i ddefnyddwyr yn ôl yr angen.</li> <li>Sgiliau corfforol / trin â llaw.</li> <li>Trwydded yrru gyfredol ddilys ynghyd â defnyddio cerbyd.</li> </ul>			

<b>Profiad sy'n ofynnol ar gyfer y swydd</b>	<ul style="list-style-type: none"> <li>• Profiad technegol mewn cymorth TGCh mewn rôl gyntaf neu ail linell.</li> <li>• Profiad o osod a chynnal systemau gweithredu.</li> </ul>
<b>Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd</b>	Bydd hyfforddiant yn cael ei ddarparu fel y bo'n briodol.
<b>Unrhyw gymwysterau/sgiliau dymunol ychwanegol.</b>	<ul style="list-style-type: none"> <li>• Gallu Cymraeg - llafar/ysgrifenedig.</li> <li>• Cymhwyster ITIL</li> <li>• Microsoft Intune</li> <li>• Azure AD</li> <li>• Cynhyrchion Apple</li> <li>• MDM</li> </ul>

## Job Description

<b>Post Name</b>	Junior ICT Service Delivery Officer
<b>Job Evaluation Post No</b>	JD1780
<b>Service Area</b>	ICT & Information Management
<b>Grade SCP and salary</b>	Grade 6 £24,294 - £25,545
<b>Job Purpose</b>	Provide IT Service Desk and Desktop Support for Computer Hardware and Software, including logging, diagnosis, installation, maintenance and support of IT systems
<b>Location</b>	Canolfan Rheidol, Aberystwyth
<b>Hours of Work</b>	37 hours per week
<b>Type of Contract</b>	Full Time
<b>Length of Contract</b>	Permanent
<b>Immediate Line Managers job title</b>	ICT Service Delivery Manager
<b>Supervisory/Managerial responsibilities – if applicable</b>	None
<b>Duties and responsibilities</b>	<ul style="list-style-type: none"> <li>• <b>Customer Service:</b> Deliver exceptional service to all customers, fostering strong relationships with staff across the organisation. Address customer needs through face-to-face interactions, telephone, and digital communication to ensure a customer-centric experience.</li> <li>• <b>Innovation:</b> Explore cutting-edge technologies, concepts, and ideas that align with our customer needs and complement our existing and developing systems.</li> <li>• <b>Professional Development:</b> Participate in training courses, workshops, and conferences, both internally and externally, to enhance skills and knowledge necessary for the role.</li> <li>• <b>Asset management:</b> Accurately maintain records of IT assets within significant areas, ensuring all assets are authorised and compliant with licensing requirements.</li> <li>• <b>Change management:</b> Effectively document and implement pre-document changes based on formal requests, ensuring smooth transitions and minimal disruption</li> <li>• <b>Problem management:</b> Actively monitor, investigate, and assist in the resolution of system and service issues, implementing agreed-upon remedies and preventative measures.</li> <li>• <b>Service desk and incident management:</b> Handle incidents and requests efficiently in accordance with ITIL principles, adhering to established procedures. Maintain and create support documentation to facilitate effective support.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>IT estate management:</b> Monitor and ensure compliance with established processes, identifying and addressing incidents of non-compliance, and escalating as necessary.</li> <li>• <b>Security administration:</b> Uphold the ICT Information Security Policy, investigate minor security incidents, assist users with access rights, and maintain security records and documentation. Highlight any security breaches to the ICT Security Manager.</li> <li>• <b>GDPR:</b> Ensure adherence to GDPR guidelines, identifying and addressing any breaches promptly.</li> <li>• <b>Applications support:</b> Resolve application issues following established procedures, perform maintenance tasks, and apply documented updates and fixes.</li> <li>• <b>IT Operations:</b> Execute operational procedures, identify and contribute to the resolution of operational problems.</li> <li>• <b>Other Duties:</b> Perform other duties as required, which may evolve in response to organisational changes, to support the flexibility and adaptability of the role.</li> </ul>
<p><b>Accountability</b></p>	<p>The post holder will be expected to work closely with the ICT Service Delivery Manager as well as other team members but will also be required to work independently.</p> <p>Guidance and support will be given but the post holder will be expected to create and develop projects independently, deal with clients, and to follow up faults and bugs as appropriate.</p> <p>Responsibility for the following resources:</p> <ul style="list-style-type: none"> <li>• Personal Computing Equipment (e.g. Laptops, PC, Mobile Phone, Tablet) and any test / evaluation equipment.</li> <li>• Any movement of equipment or computing stock between offices as required.</li> </ul> <p>Data systems:</p> <ul style="list-style-type: none"> <li>• Maintain Confidentiality Availability and Integrity of all Council Systems.</li> </ul> <p>Use of the following data systems for data entry and manipulation:</p> <ul style="list-style-type: none"> <li>• Financials, Procurement and Accounting Systems.</li> <li>• Active Directory and Asset Management.</li> <li>• ICT Service Desk.</li> </ul>

## Person Specification

<b>Post Name</b>	Junior ICT Service Delivery Officer			
<b>The Academic / professional / Technical / vocational qualifications (including qualification Level) required for the post</b>	HNC or equivalent qualification in an ICT-related subject, or equivalent knowledge & skills gained through relevant experience.			
<b>Linguistic skills level required for the post</b>  (Please refer to guidance on certification)	See table below.  <i>*Note: The successful candidate <b>will be required</b> to learn the language within 2 years of being appointed if he/she is not currently a Welsh speaker.</i>			
	<b>Listening/ Speaking</b>	<b>Reading</b>	<b>Writing</b>	
<b>English (ALTE Framework Levels)</b>	5	5	5	<b>Essential</b>
<b>Welsh (ALTE Framework Levels)</b>	4	2	2	<b>Essential*</b>
<b>Practical/personal skills required for the post</b>	<ul style="list-style-type: none"> <li>A polite, approachable manner able to understand the needs of users and assist in improving systems to meet user's needs.</li> <li>Must be able to understand issues and have logical and creative skills to create and develop ICT solutions.</li> <li>Detailed knowledge of               <ul style="list-style-type: none"> <li>Microsoft Windows 10/11 operating system.</li> <li>Desktop hardware.</li> <li>Microsoft Office and other ICT-based services.</li> </ul> </li> <li>Knowledge of Council policies and procedures plus good knowledge of legislation in respect of Information (FOI, GDPR, RIPA etc.)</li> <li>Ability to show tact and discretion in relation to all stakeholders</li> <li>Be able to manage own workload, working individually using initiative or as part of a team.</li> <li>Work flexibly under pressure and respond to major issues.</li> <li>Good interpersonal communication skills to enable communication with all levels of staff.</li> <li>Ability to deliver relevant training to users as required</li> <li>Physical / manual handling skills</li> <li>Current valid driving licence plus the use of a vehicle.</li> </ul>			

<b>Experience required for the post</b>	<ul style="list-style-type: none"> <li>• Technical experience in ICT support in a first- or second-line role.</li> <li>• Experience in installing and maintaining desktop operating systems.</li> </ul>
<b>Training/education required to be undertaken for the post/worked towards</b>	<p>Training will be offered as appropriate.</p>
<b>Desirable Skills/Qualifications</b>	<ul style="list-style-type: none"> <li>• Welsh language ability - spoken/written.</li> <li>• ITIL Qualification</li> <li>• Microsoft Intune</li> <li>• Azure AD</li> <li>• Apple products</li> <li>• MDM</li> </ul>