

Job Description

JOB TITLE: Senior ICT Analyst

REPORTS TO: ICT Support Manager

DEPARTMENT: Finance & Resources

SECTION: Customers & Information, ICT Operations

I. PURPOSE OF JOB

(Give in one or two sentences the basic reason why the job exists.)

To support and secure the council's network/communications infrastructure and investigate and develop technical ICT solutions in line with the Council's business objectives, ensuring that security and compliance standards and agreed service levels are met, and that quality targets are reached and maintained.

To take responsibility for the most complex calls escalated from the Service Desk/"Incident Room" and to investigate these to provide a permanent resolution.

To maintain, develop, rationalise and integrate new and existing technical solutions with the aim of providing and supporting our citizens and staff with the best and most cost-effective services.

(Please note that although this is a generic post, there are differing areas of responsibility for technology specialisms/strands).

2. PRINCIPAL ACCOUNTABILITIES

(Please list the key areas of contribution of the job. These would normally be 6-10 statements, listed in order of importance and approximate percentage of time spent on each.)

1. To maintain and develop the council's ICT network/communications infrastructure, in order to ensure its availability, integrity and modernity to meet the business needs of the council.	29%
2. To maintain high level specialist technical knowledge and skills to enable the post holder to act as a technical expert for the council. Examples of specialisms (not exhaustive) are network and data security; network storage and backup; network active equipment and data communications; virtualisation; thin client technology; network operating systems; telephony; enterprise communications tools and messaging; enterprise application deployment; application servers, database environments and administration.	10%
3. To take part in an on-call rota overnight and at weekends, to be available to fix any infrastructure-related problem in order to ensure that the integrity of ICT systems and council productivity are maintained. 0% in normal hours	
4. To work within the documented ITIL® Incident Management, Problem	

Management, Change and Release Management processes to ensure that all Incidents and Tasks are promptly resolved and closed and Problems are investigated and given the attention and resource appropriate to their priority level. To record all aspects of Incidents, Tasks and Problems to provide a knowledge base for future reference by fellow team members and others.	10%
5. To undertake detailed technical analysis of the most complex Problems, taking ownership, identifying root causes and designing work arounds and permanent resolutions for release, including significant changes to the live environment with potentially wide ranging impact on systems and users. To ensure that unauthorised Changes do not take place, and to lead elements of the testing and documentation of Change and Release processes. To formally report progress for projects and work packages to customers and managers.	10%
6. To participate in projects relating to large capital bids, e.g. infrastructure refreshes; enterprise productivity tools; telephony estate. To provide expert technical advice to reach the best solution, undertaking research (and if necessary, testing) and evaluation. Recommending appropriate solutions and carrying out procurement to ensure that the most suitable systems are in place to meet the business needs of the council.	20%
7. To install ICT hardware and software relating to the ICT infrastructure, i.e. server hardware and server operating systems as well as applications e.g. SQL Server, Oracle, Apache (internet tools) in order to maintain the functionality and integrity of the ICT infrastructure.	5%
8. To investigate the use/abuse of council ICT equipment on request, monitoring the use of the corporate email system, the Internet or other ICT systems and equipment and recording details on the Abuse Monitoring Database in order to enforce the council's Use of ICT Policy.	1%
9. To provide practical and technical support, advice and training for colleagues in ICT to assist them with their workload and contribute towards their professional development, thereby facilitating the provision of a highly skilled and responsive workforce and supporting business continuity. To take responsibility for professional leadership in one or more technical disciplines.	10%
10. To produce design specifications, applying agreed council standards and costing, ordering and installing equipment, systems and ICT tools in order to meet the business needs of the council, its departments and Members and to contribute towards Best Value initiatives and practices.	5%

3. GENERAL ACCOUNTABILITIES

(These accountabilities are applicable to all posts)

1. To be prepared to implement the Council's Equalities Policy at all levels appropriate to the job and must at all times carry out his/her duties with due regard to the Council's Equalities Policy.
2. To be responsible for the implementation of, and compliance with, the provisions of legislation relating to health and safety, of such employees and areas of the workplace as fall under direct control of the postholder and for complying with legislation relating to works and contracts as are within the direct responsibility of the postholder.

3. To undertake such other duties appropriate to the grade and character of the work as may be reasonably required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Person Specification

POST TITLE **Senior ICT Analyst**

DIRECTORATE: **Finance & Resources**

SECTION: **Customers & Information, ICT Operations**

CRITERIA	ESSENTIAL CRITERIA
Job Related Knowledge, Education and Qualifications	<p>Preferred qualifications:</p> <ul style="list-style-type: none"> • 1 high end certification or 2 entry level qualifications whilst currently working towards 1 high end certification, AND willing to study for further high end qualifications. • ITIL (IT Infrastructure Library) qualified to at least Foundation level • Evidence of a commitment to continuous self development in both technical and service support skills. <p>Knowledge:</p> <ul style="list-style-type: none"> • Extensive and detailed knowledge of modern ICT hardware, software & infrastructure • Specialist knowledge in a relevant area of ICT to the level of subject matter expert for the organisation • Strong knowledge of the ICT marketplace and very strong knowledge of the marketplace and vendors in the specialist area • Thorough and regularly updated knowledge of current ICT developments and technologies in order to lead the specification and development of high value/high impact systems and measures to be introduced and to lead major procurements and complex work package/solution designs • Sound knowledge of business- and technology-led developments in a public sector context.

Experience	<ul style="list-style-type: none"> • Significant experience of implementing, developing and supporting enterprise ICT infrastructure, systems and tools in accordance with Service Level Agreements, in a medium to large size organisation with 500+ users • Experience of developing and delivering briefings to staff, including senior managers, on key ICT technologies or tools • Experience of delivering technical project work packages and working in a controlled environment with formal testing and release processes • Experience of working as a senior member of a specialist technical team working to tight deadlines.
Skills and Abilities	<ul style="list-style-type: none"> • Excellent negotiation skills with suppliers and customers • Excellent communications skills – written and verbal • Ability to use any ICT hardware and software and an aptitude for assimilating new technology • Ability to act as a ‘technical guru’ in specialised areas of ICT, being the expert for the council in these areas • Excellent problem-solving skills with the ability to analyse problems and undertake thorough investigations and make clear recommendations • Ability to work closely with others in a mutually supportive manner and to work flexibly within a team environment in order to meet the changing demands of the ICT Team • Ability to lead, coach, influence and matrix manage colleagues • Excellent record-keeping skills • Excellent customer care skills, in order to deal with customers and colleagues in a polite, calm and empathetic way • Ability to absorb and process complex information quickly and under pressure, and to communicate it effectively to others at the appropriate level of technical detail • Ability to manage multiple work packages whilst working within deadlines and tight budgets, and to allocate tasks/escalate appropriately • Ability to work effectively alone with minimal supervision • Methodical, accurate, organised and confident self-managing approach to work.
Equal Opportunities	<ul style="list-style-type: none"> • To be able to demonstrate a commitment to the principles of Equal Opportunities and be able to carry out duties in accordance with that policy.