

JOB DESCRIPTION

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| POST TITLE: | ICT Technical Support Analyst |
| POST NUMBER: | IT23 |
| GRADE: | F |
| RESPONSIBLE TO: | ICT Team Leader |
| RESPONSIBLE FOR: | N/A |
| LIAISON WITH: | ICT Team, all users (customers) of MDDC IT systems (Officers, members, and members of the public), and with external contractors, suppliers, contractors and other organisations, as necessary |

KEY CORPORATE ACCOUNTABILITIES:

To contribute to the efficient running of ICT systems and services, achieving cost savings where possible and meeting the Corporate Aims and Objectives.

To provide comprehensive ICT support on a day-to-day basis, according to demands and priorities, and/or as directed by the ICT Senior Managers.

To ensure the confidentiality, integrity and availability of corporate information assets and systems and, where appropriate, ensure preventative measures are undertaken to help mitigate the risk of a security incident occurring including reporting any security breaches or exceptions.

To liaise with external suppliers, other external bodies, Partnering Authorities, Officers and Members of the Council, ensuring that all work is carried out in a professional manner in accordance with Council regulations.

KEY SERVICE ACCOUNTABILITIES:

1. To provide comprehensive ICT support to all users of MDDC IT systems, according to defined priorities, assigning to IT Team members where appropriate, logging and recording resolutions of all calls, using the ITSM Service Desk application.
2. To achieve high levels of customer satisfaction.
3. Resolving incidents and service requests within agreed SLA's
4. To diagnose hardware and software faults, liaising with external suppliers as necessary, and to implement solutions to problems.
5. To maintain inventory of hardware and software.
6. To maintain knowledge of current technology, research and evaluate where appropriate.
7. To provide technical advice in liaison with external suppliers.
8. To monitor corporate systems and networks, carrying out proactive support, maintenance and upgrades.

9. To promote and maintain a high level of security for all council systems, networks and data, ensuring all ICT systems, hardware and software are maintained to relevant and current patch levels to ensure PSN compliance
10. To operate as a member of the ICT Team, providing Service Desk cover between the hours of 8.00 am until 7.00 pm on a rota basis.
11. Excellent organisational skills, with the ability to prioritise key actions and ensure delivery to specification and deadlines.
12. To assist in specifying, sourcing, obtaining quotes following correct procurement procedures.
13. Organise and manage Application Management Team meetings.
14. Act as a Change Agent and contribute to the ICT Change Advisory Board.

SOFTWARE COPYRIGHT

Where the postholder develops, alters, or otherwise amends computer software or programs with which he/she comes into contact in the course of his/her employment, any copyright in such software or programs coming into existence by reason of such development or amendment shall become the property of and vest in Mid Devon District Council. Intellectual copyright shall remain with the author.

OTHER DUTIES:

In order to deliver services effectively a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties however should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a Health and Safety Policy which outlines its responsibilities as an employer and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this Policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Head of Service or Senior Manager.

DATA PROTECTION:

It is the responsibility of the post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SINGLE EQUALITY SCHEME:

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

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| Seeing the Big Picture | <i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i> |
| Changing & Improving | <i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i> |
| Making Effective Decisions | <i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i> |
| Delivering Quality, Value & Pace | <i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i> |
| Leading by Example | <i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i> |
| Communicating & Influencing | <i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i> |
| Building Capability | <i>You focus on continuous learning and development for self, others and the organisation as a whole</i> |
| Collaborating & Partnering | <i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i> |

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

SERVICE DESK ANALYST

| | ESSENTIAL | DESIRABLE |
|---------------------------------------|---|--|
| Qualifications and Experience: | <ul style="list-style-type: none"> • An appropriate professional qualification or a minimum of 3 years' experience working in an ICT support environment. • A good understanding of server/desktop operating systems. • A good understanding of networks, platforms and protocols. • Experience of carrying out configuration/installation and reconfiguration of hardware and software. | <ul style="list-style-type: none"> • Experience of local government IT systems • Experience of web development • Customer care management |
| Knowledge and Expertise: | <ul style="list-style-type: none"> • Experience in troubleshooting network, software and application problems. • Awareness of a wide range of Microsoft systems such as AD, Exchange etc. along with DNS, DHCP, Citrix, RDS, VoIP and broad understanding of Corporate applications. • Understanding of Incident/Problem/ Change Management and Configuration Management processes – preferably to ITIL V3 Foundation standard | <ul style="list-style-type: none"> • Knowledge of PRINCE2 • Knowledge of Microsoft 365 services and administration |
| Skills: | <ul style="list-style-type: none"> • Ability to prioritise work and deliver results in a pressurised environment, balancing conflicting demands to achieve acceptable outcomes. • Experience of providing customers with information on updates, known errors, changes in availability, new | <ul style="list-style-type: none"> • Ability to acquire additional skills and promote self-development. |

| | ESSENTIAL | DESIRABLE |
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| | functionality, etc in plain English. | |
| Personal Attributes: | <ul style="list-style-type: none"> • High personal standards, organised, self-discipline to work to deadlines, plan and organise own work, and to deliver to agreed standards. | <ul style="list-style-type: none"> • Experience of working with elected Members |
| Special Requirements: | <ul style="list-style-type: none"> • Car driver with valid driving licence and access to own vehicle. • To work outside normal hours when appropriate. | |

Post Ref:
Date: Oct 2019