MALDON
DISTRICT COUNCIL

# ICT Technical Analyst
# (Part 1 – Job Description)
# (2633SI)

disability confident
EMPLOYER

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| **Job Title** | **ICT Technical Analyst** |
| **Service Area** | **Strategy and Improvement** |
| **Grade** | **H** |
| **Job Reference** | **2633SI** |

| **Reporting to** | **Responsible for** |
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| ICT Technical Manager | None |

**Team Purpose**

- Provide strategic leadership and professional oversight of ICT and digital services, ensuring resilient, secure and effective technology that enables the Council to deliver its priorities.
- Ensure the availability, reliability and security of ICT infrastructure, systems and digital platforms to support day-to-day operations and critical services.
- Enable digital transformation and continuous improvement by using technology to improve service delivery, customer experience and organisational efficiency.
- Provide expert advice and assurance to elected members, senior officers and services on ICT, digital, data and cyber security matters.
- Ensure compliance with relevant legislation, standards, policies and best practice relating to information governance, data protection and cyber security.
- Support the organisation to adopt modern, secure and sustainable digital ways of working.
- Lead and develop a high-performing ICT and digital service that is customer-focused, resilient and future-ready.
- Work collaboratively across the Council and with external partners to ensure ICT and digital services are aligned to corporate priorities and support organisational resilience.

**Role Purpose**

- To provide specialist technical support for the delivery of ICT and digital projects and Business as usual working with colleagues, suppliers and stakeholders to support successful outcomes.
- Ensure compliance with council policies, standards, governance arrangements and relevant legislation in the delivery of ICT projects.
- To enable the effective delivery of ICT systems, infrastructure and application changes that support service delivery and organisational priorities.

- Support the planning, coordination and delivery of ICT projects and workstreams, ensuring activities are tracked and progressed appropriately.
- Ensure that project-related enquiries, issues and actions are recorded, managed and resolved in line with agreed processes and timescales.
- Effectively manage allocated ICT project tasks and small-scale projects, escalating risks and issues as appropriate.
- Support the implementation of new systems, upgrades and infrastructure changes, working across applications and technical environments.
- Be a role model for the service, demonstrating authenticity, integrity, resilience and compassion and focusing on communication, personal development and wellbeing.

| **Key Accountabilities** |
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| • Support the delivery of ICT and digital projects by coordinating tasks, resources and activities across applications and infrastructure workstreams.<br>• Contribute to project planning, scheduling and progress tracking, ensuring actions, risks and issues are identified and managed appropriately.<br>• Provide specialist input to ICT projects, supporting the implementation of new systems, system upgrades and infrastructure changes.<br>• Liaise with internal services, ICT colleagues and external suppliers to support effective project delivery and communication.<br>• Support testing, rollout and transition of ICT solutions into business-as-usual support, including documentation and handover.<br>• Maintain accurate project documentation, records and updates in line with agreed project and governance processes.<br>• Identify opportunities to improve project delivery processes, tools or ways of working and contribute to continuous improvement.<br>• Work collaboratively within the ICT service to ensure projects align with technical standards, security requirements and council policies. |

| **Ways of Working** | |
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| **Collaborative working** | Demonstrate self-awareness and an understanding of the values of others to build effective working relationships.<br><br>Develop and maintain relationships with both internal and external customers, interacting through multiple channels. |
| **Customer Service** | Playing a leading role in championing the customer and a customer focussed approach to service delivery. |

| Ways of Working | |
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| **Supporting corporate projects** | Provide input to service specific projects.<br><br>Input to and implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council. |
| **Performance** | Ensuring a focus on team performance.<br><br>Provide staff with positive leadership, guidance, coaching, direction, and motivation that harnesses the strengths and talents of individuals, achieves their maximum contribution to the organisation and promotes their personal development. |
| **Budget management** | Ensure the service budget is managed in accordance with legislation, Council policy and good practice, enabling best value for money for the Council. |

# (Part 2 – Person Specification)

| Qualifications |
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| • Educated to A level standard, NVQ Level 3 or equivalent, or demonstrable relevant experience in an IT, digital or project support role<br>• Relevant experience in supporting IT projects, systems implementation, applications or infrastructure within a customer-focused environment<br>• Relevant vocational qualification or certification in IT, digital technologies or project support, or a willingness to work towards one<br>• Evidence of continuous professional development or a commitment to ongoing learning in IT systems, digital services or project delivery methodologies |

| Knowledge, Experience, Skills and Ability |
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| **Knowledge**<br><br>• Good working knowledge of IT project delivery principles and ICT support from end to end.<br>• Understanding of ICT applications, systems and infrastructure within a local authority or similar complex organisation.<br>• Working knowledge of ICT governance, standards, policies and procedures, including information security and data protection.<br>• Knowledge of basic project management approaches, tools and documentation<br>• Understanding of testing, implementation and transition of ICT solutions into operational support.<br>• Knowledge of good customer service practice and supporting stakeholders with differing levels of technical knowledge.<br>• Awareness of continuous improvement and the importance of learning from project delivery experience.<br><br>**Experience**<br><br>• Experience of supporting ICT and digital projects within a complex organisation.<br>• Experience of working on system implementations, upgrades or infrastructure-related activities.<br>• Experience of coordinating tasks, actions or workstreams and supporting delivery against agreed plans and timescales.<br>• Experience of working with internal stakeholders, ICT colleagues and external suppliers to support project delivery.<br>• Experience of supporting testing, deployment or transition of ICT solutions into live environments.<br>• Experience of maintaining accurate project records, documentation and progress updates. |

| Knowledge, Experience, Skills and Ability |
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| • Experience of working to deadlines and managing competing priorities within a project or support environment.<br><br>**Skills and Ability**<br><br>• Ability to organise and coordinate project tasks, actions and information across multiple workstreams.<br>• Ability to communicate clearly and professionally with technical and non-technical stakeholders.<br>• Strong organisational skills to manage documentation, plans and records accurately<br>• Ability to analyse issues, identify appropriate actions and escalate risks or problems when required.<br>• Ability to work collaboratively within an IT team and with service areas to support project delivery.<br>• Confident using technology and Microsoft applications (e.g. Office 365, Word, Excel, PowerPoint) and project or service management tools.<br>• Ability to manage own workload effectively, balancing multiple tasks and deadlines.<br>• Ability to remain professional, flexible and solution-focused in a changing project environment. |

| Special Requirements | |
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| **Emergency Planning** | A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response. |
| **Election Duties** | This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours. |
| **Political Restrictions** | This role is not politically restricted. |
| **Disclosure Barring Scheme** | This role requires a Basic DBS being undertaken prior to any contract of employment being offered. This will be rechecked every three years. |

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| **Standard Terms** | 1. To comply with appropriate legislation, service and council policies.<br>2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures. |

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| | 3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment.<br>4. To support the council's equalities and diversity policies.<br>5. To operate within the council's IT policies and data protection rules and regulations.<br>6. To operate within the council's financial regulations.<br>7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.<br>8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.<br>9. Any other reasonable duties as may be required from time to time |

**Competency Framework**

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

| **Maldon behaviours [competencies]:** | |
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| **Core Competencies - All Workforce** | |
| **Communicating** | Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner. |
| **Managing and Leading People** | Providing direction and support to those we work with to ensure service excellence. |
| **Customer Focus** | Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues. |
| **Planning and Managing Work** | Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money. |
| **Analysis and Problem Solving** | Assessing and interpreting information in order to support work activities, identify issues and aid problem solving. |
| **Initiative and Decision Making** | Taking the right action, based on what we know and being responsible for what happens. |
| **Developing Self** | Committed to developing own skills, knowledge and abilities to enhance capability. |

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend.

This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

**Key Policies**

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

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| **Signed (Job Holder):** | | **Date:** |