**WREXHAM COUNTY BOROUGH COUNCIL**

**JOB DESCRIPTION**

**DETAILS OF THE JOB**

|  |  |
| --- | --- |
| **JOB TITLE**  | **ICT Technical Analyst** |
| **DEPARTMENT** | **Finance & ICT** |
| **SERVICE/TEAM** | **ICT** |
| **REPORTS TO (JOB TITLE & JOB ID)** | **ICT Infrastructure Manager / ICT End User Services Manager** |
| **GRADE**  | **G09** |
|  |
| **IS WELSH ESSENTIAL or DESIRABLE FOR THE JOB (See Vacancy Management Form) - Criteria:** | **Please indicate as appropriate - Insert a Yes (essential) or No (desirable)**  |
| The post needs to assist welsh speakers – internal employees and/or service users | No |
| Is this a post in which contact with the public is its primary function (external)? | No |
| Is this a post providing a public service in a Welsh language community or will serve a welsh speaking area (Rhos/Ponciau, Glyn Ceiriog, Ceiriog Valley, Coedpoeth, Penycae)? | No |
| **VERSION CONTROL (INSERT DATE OF DEVELOPMENT)** | Sept 2020 |

SECTION 1: JOB PURPOSE

|  |
| --- |
| To provide specialist technical IT services.The post will provide high level technical expertise supporting technology in some or all of the areas of;* End User solutions such as desktop/laptop, Printing, Citrix XenApp, tablet and mobile technologies addressing corporate needs
* Network infrastructure (lan and wan) and security solutions on a whole authority basis.
* Corporate voice services and integration with Microsoft Office365 (IPT, Legacy voice & mobile)
* Datacentre Technologies such as server and Storage Area Network Support (SAN)
* Datacentre Infrastructure support such as ensuring power, cooling, fire suppression, intrusion detection, CCTV, environmental monitoring, etc.

Any specific technology skills requirements will be identified as part of the recruitment process. |

**SECTION 2: DIMENSIONS**

|  |
| --- |
| The following information is intended to provide an overview of the scale and scope of the services delivered by the ICT Team, not all points will relate to any one post holder, nor is it a definitive list of services or technologies deployed. The dimensions relate to three distinct roles with in ICT* Technical Analyst Network and Security
* Technical Analyst Datacentre Technologies
* Technical Analyst End User Technologies
* Range of ICT services provided to 8 Corporate Departments & to over 70 schools
* Circa 2,400 Corporate ICT users
* Circa 15,000 School ICT users
* Multiple Application Environment
* Supporting technologies across multiple sites.
* End User Technologies including desktop infrastructure incorporating Active Directory, Citrix XenApp, mobile and tablet technologies.
* Microsoft Technologies, including server, cloud and Office365 Technologies.
* VM Virtualisation deployed in the Data Centre
* Telephony based on multi node Avaya and Mitel technology systems and it’s integration with Office365
* Annual service budget circa £3 m
* Provide an efficient, effective and responsive support service that looks to achieve its SMP and SLA objectives
* Secure remote access facilities for employees, elected members and the public
 |

**SECTION 3: PRINCIPAL DUTIES AND RESPONSIBILITIES**

|  |  |
| --- | --- |
| **NO.** | **Description of Principal Duty or Responsibility** |
| **1** | To deliver quality support services to ensure that the agreed service delivery standards are met or exceeded. |
| **2** | To keep abreast of emerging systems and technologies and assist with the evaluation of equipment, software and services |
| **3** | To provide supervision, coaching & mentoring to other members of the ICT Service. Including managing quality & quantity of output and work. |
| **4** | To ensure that data security and the integrity of the Authority’s computer network is maintained. |
| **5** | To undertake the evaluation and procurement of third party products and services |
| **6** | To undertake and lead projects for the installation and integration of hardware, software and services. |
| **7** | To provide a 3rd line user problem resolution service; investigating and resolving equipment and service errors |
| **8** | Liaise with other sections within the authority and external service providers to maximise the benefit of the IT service |
| **9** | To ensure that agreed quality service delivery standards are met and/or exceeded. |
| **10** | To provide a specialist consultancy, advice and guidance service to the authority. |
| **11** | To contribute to the development of strategy and service management business planning for the ICT Service |
| **12** | To provide accurate asset information and ensure the secure holding of equipment and software. |
| **13** | To represent, or deputise for the Team Manager |
| **14** | To perform associated duties as required by the Team Manager or Head of Service ICT. |
| **15** | To work within and promote best practice guidelines (ITIL) for IT service management. |

**SECTION 4: CONTEXT STATEMENT**

|  |
| --- |
| The post-holder will deliver the activities (staff, product and services) allocated to the provision of ICT services across the Authority. The Technical Analyst carries out the 3rd line ICT support function, dealing with technical issues which cannot be resolved by the Technical Officers; highly complex ICT & system requirements and major incidents affecting a wide range of ICT services. Some examples of this include:Ensuring the authorities email system is secure and available at all times Ensuring that all line of business application servers are available and data is secureEnsuring remote access is available and secure for staff working away from the office.Ensuring that the Authority wide Printing solution is available.This includes the provision, support and maintenance of the various products and services which collectively together form a reliable and cost effective computer service in support of the authority’s business requirements.The role requires a high degree of creativity and innovation to resolve technical problems or develop solutions to user ICT issues such as interconnecting devices, systems & software issues.The role may also involve coaching & mentoring of, checking the work quality of, basic supervision & quality-checking of the Technical Officers & their work.The Technical Analyst is a Subject Matter Expert on one or more areas of ICT and will share knowledge with peers & other colleagues to improve the delivery of ICT services throughout the Authority.  |

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| **Job Title** | ICT Technical Analyst |
| **Job Evaluation ID** | ID2777 |
| **Grade** | G09 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **Essential** | **Desirable** | **Measured by\*** |
| **Qualifications** |  |  |  |
| HND level in computer related subject or equivalent qualification / experience  | **Y** |  | **F/C** |
| Degree level in computer related subject |  | **Y** | **F/C** |
| Award of industry qualification in related subjects; eg CISCO CCNP, Microsoft MCSE or similar  |  | **Y** | **F/C** |
| **Specialist Knowledge** |  |  |  |
| Practical technical experience of IT infrastructure supporting a wide range of products & services, specialising in either;Server, desktop, network and security  | **Y** |  | **F/I** |
| Practical technical experience of equipment set up, integration, installation and maintenance. | **Y** |  | **F/I** |
| Where applicable, supporting desktop applications products and services including for example; Microsoft Office systems | **Y** |  | **F/I** |
| Where applicable, supporting network products and services including for example; Cisco routers and switches | **Y** |  | **F/I** |
| Where applicable, developing & supporting bespoke systems, applications and interfaces. | **Y** |  | **F/I** |
| Experience of communications technologies and wide area networks connectivity & support in a multi-site, multi-platform environment | **Y** |  | **F/I** |
| Experience of evaluating equipment hardware and software solutions for example; email or security products | **Y** |  | **F/I** |
| Evidence of project working and project management | **Y** |  | **F/I** |
| Understanding of ITIL service management practice | **Y** |  | **F/I** |
| **Practical and Intellectual Skills** |  |  |  |
| Team leadership and motivational skills | **Y** |  | **F/I** |
| Analytical skills; able to evaluate information and situations and take sound decisions | **Y** |  | **F/I** |
| Project management skills and prioritise | **Y** |  | **F/I** |
| Excellent communication skills | **Y** |  |  |
| Ability to communicate clearly in written and oral form | **Y** |  | **F/I** |
| Be able to lift and carry equipment in order to set-up and install equipment | **Y** |  |  |
| Ability to communicate in Welsh |  | **Y** | **C/I** |
| Personal Attributes |  |  |  |
| Excellent interpersonal skills | **Y** |  | **F/I** |
| Capacity to work calmly when under pressure  | **Y** |  | **F/I** |
| Diligent and hard working | **Y** |  | **F/I** |
| Personal Circumstances |  |  |  |
| Ability to work flexibly to undertake some out of hours; evenings and weekend work, in order to deal with or respond to network outage or service delivery issues | **Y** |  | **I** |
| Ability to travel across the County Borough to carry out work (e.g. attend meetings / visit clients or work sites) | **Y** |  | **I** |
| Equality |  |  |  |
| Knowledge of and commitment to Equality and Diversity | **Y** |  | **F/I** |
| Understanding of the importance of Welsh Language and Culture | **Y** |  | **F/I** |

\* Each of the requirements specified must be measurable. Please indicate the approach that will be taken to assess whether applicants meet the requirements:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| F | Job Application Form |  | C | Certificate of Qualification |
| I | Interview |  | T | Test |