

## Job Description

**Post Title:** ICT Analyst – (HH265)

**Evaluation:** 533 Points

**Grade:** N7

**Responsible to:** ICT Manager (as assigned)

**Responsible for:** N/A

**Job Purpose:** To develop, configure, implement and maintain ICT systems in respect of specific areas of technical and service responsibility.

**Main Duties:** The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To participate in the design implementation, support and maintenance of ICT solutions, technology or aspects of the ICT service life-cycle as assigned by management to enable the delivery of strategic and business objectives of the City Council and other customers as required.
2. To participate in the implementation of ICT service standards, processes and procedures, including the implementation and maintenance of service management software and toolkits.
3. To participate in maintenance of the service catalogue, configuration management database and change management procedures and associated service management software and toolkits and to contribute to the establishment, maintenance and review of operational methods, procedures and tools.
4. To assist in the procurement of ICT software, hardware and services as required.
5. To assist in the implementation, configuration and maintenance of technology and resources efficiently and effectively to enable the ICT business continuity and disaster recovery plans of schools, the City Council and other customers as required.
6. To assist in developing the capacity and capability of the ICT workforce through the mentoring of staff and by contributing to workforce learning and development as required.
7. To be aware of service standards and key performance indicators (KPIs) and to ensure that work is delivered in accordance with defined targets and outcomes.
8. To represent ICT Services internally and externally as required and to participate in meeting the Division's business and service objectives.
9. To study appropriate literature and attend training courses etc, in order to remain informed of news, ideas, techniques and solutions, which may be useful in current or future projects or beneficial to the section as a whole.

10. To maintain legislative and statutory compliance as required, for example Data Protection Act, Health and Safety etc.
11. To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.
12. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.