Person Specification

ICT Analyst

Part A
The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

Able to:
- Demonstrate an in-depth knowledge of current ICT technologies in at least one of the following areas: -
  - Schools' ICT support and maintenance;
  - Server support;
  - Desktop support;
  - LAN/WAN infrastructure;
- Participate in business analysis and requirements capture, including risk assessment, business continuity and information security.
- Participate in the delivery of projects in accordance with recognised project methodology standards.
- Maximise performance through effective mentoring and coaching of technical staff.
- Deliver required outputs within timescale and budget in accordance with relevant configuration and security standards.
- Demonstrate a proven track record of developing and maintaining positive working relationships with colleagues and stakeholders, both internal and external.
- Demonstrate an understanding of the role of standards and policies within an ICT support environment.
- Communicate effectively, orally and in writing, with a diverse range of people.

Experience of:
- ICT service delivery in at least one of the following areas: -
  - Schools' ICT support and maintenance;
  - Desktop support;
- Delivering ICT support services within a customer focussed environment.
- Effectively prioritising, monitoring and tracking of support requests.
- Delivering to agreed service levels, quality and timescales.

Desirable

- Knowledge or understanding of ICT/IS within a local government setting.
- Knowledge or understanding of ICT support within an educational setting.
- Support of School Management Information Systems

Part B

The following criteria will be further explored at the interview stage:
- Experience of implementing and supporting ICT applications and infrastructure solutions.
- Approach to mentoring, coaching and developing ICT staff.
- Approach to prioritising conflicting demands/working within tight timescales.
- Developing and maintaining positive working relationships.
- Oral, written and presentation communication skills.
- Understanding of working within a performance management framework.
- Ability to acquire new skills.
- Understanding of the Council's equal opportunities policy, applying this in the workplace and the effect on delivery of services to customers.

Additional Requirements

- Occupational Health Clearance.
- DBS check