



JOB DESCRIPTION

POST TITLE	ICT TECHNICAL ANALYST (A)
DIRECTORATE	Finance and Commercial
GRADE / SALARY	Grade 10
RESPONSIBLE TO	ICT Technical Team Leader
RESPONSIBLE FOR	

JOB PURPOSE

To support the Council's IT Infrastructure.

DUTIES AND RESPONSIBILITIES SPECIFIC TO THE POST

A. Overall Objectives of the Post:

To provide technical support for all the Council's platforms, networks and telephony.

To develop small systems on the Council's IT platforms.

To operate the Council's IT equipment.

B. Responsibilities:

1. Technical support including installing Servers, Personal Computers, hardware upgrades, software and software upgrades across a range of operating systems (including but not limited to Microsoft, Linux Apple).
2. Support and maintain the Council's Local Area Networks (LAN's) to give connectivity and bandwidth for all ICT equipment.

3. Support and maintain the Council's Wide Area Network (WAN) to give connectivity and bandwidth for voice and data between all the Council's offices and through broadband with our ISP, including managing the firewalls.
4. To develop, support and maintain the Council's telephony system across all the Council's sites.
5. Manage the Council's ICT equipment, including updating Servers, monitoring the efficiency of equipment, scheduling jobs and distributing printed output.
6. Logging and assigning of 'Service Desk' calls, resolving problems and where appropriate, liaise with Third Parties and users.
7. To implement and enforce the Council's ICT security policy. This will include ring fencing the Council's equipment by installing anti-virus software and maintaining the Council's firewall and auditing relevant hardware.
8. Develop and maintain the technical and user documentation.
9. To implement, support and manage Office365 solution.
10. To provide technical solutions to support projects with minimum supervision
11. To comply with and help develop the Council's IT standards and procedures, including recommending changes as appropriate.
12. Provide support and develop junior members of the team.
13. Have an awareness of all new IT developments which may affect the Council and advise the ICT Manager accordingly.
14. To provide out of hours support for major upgrades to the Council's ICT infrastructure.
15. Give advice and support to all IT users as appropriate.
16. To undertake such other duties as may from time to time be allocated to the post-holder as may be consistent with the responsibilities of the post.

CORPORATE RESPONSIBILITIES

- To comply with the requirements of Health and Safety legislation, including HDC's Policy & Procedure

- To comply with the requirements of General Data Protection Regulations and all such related legislation, maintaining confidentiality at all times
- To comply with the requirements of Data Protection legislation, maintaining confidentiality at all times
- To comply with the Council's commitment to Equality and Diversity
- To comply with all policies and procedures of HDC relevant to the role
- To undertake learning and development activities which will enhance your capabilities and the overall capacity and performance of the Council
- To undertake other duties relevant to and commensurate with the pay grade of the post
- To comply with and work to the spirit of the Organisational Values – see list below

ORGANISATIONAL VALUES

- **OPEN** – honest and transparent in the provision of our services to the community
- **RESPONSIBLE** – and accountable for our actions as individuals and as an organisation
- **CUSTOMER FOCUSED** – and committed to providing and improving upon a high quality, customer focused service
- **FAIR** – to all on an equal basis
- **RESPECTFUL** – and value our work colleagues and stakeholders

Job Description
agreed by postholder...

Name: (print)

Signed:

Date:

