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| **Service Area:** | IT & Digital |
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| **Job Title/Grade:** | ICT Technical Analyst PO1-4 |
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| **Responsible to:** | Technical Delivery Manager |
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| **Our Culture & Values:** | All job roles at Rochford District Council require the post-holder to be flexible and proactive in their approach. Being customer focused and willing to maximise your potential at work are expected. We all work together to achieve the very best for our residents which sometimes means getting involved in projects and trying new tasks outside of your day to day job role.  |

|  **Main Responsibilities** |
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| * Working as part of a team, the Technical Analyst will provide first-line support to customers via the telephone, remotely or face to face, ensuring that customers receive a high level of service at all times, issues are resolved effectively and customers are kept fully informed of progress.
* Responding to incidents, deliver service requests, work on tasks and maintain and improve the ICT Service within the council.
* Ensure prompt resolution to incidents and service requests from the Council’s ICT helpdesk system using agreed timescales and SLA’s.
* Escalate incidents to internal and external parties as required keeping management and colleagues informed of major incidents.
* To monitor performance,  produce management reports highlighting issues and advising where performance can be improved
* Resolve Windows environment, mobile device and other Council owned device technical issues.
* Demonstrate a strong understanding and adoption of Cloud based principles, notably Microsoft Azure fundamentals, Microsoft 365, MS Intune amongst others.
* To work with colleagues to achieve service plan objectives & targets.
* To collaborate with and build positive relationships with customers to ensure that their requirements are at the centre of the design and delivery of services with the aim of achieving high levels of customer satisfaction.
* Demonstrate strong customer service & effective communication skills
* To support the team in the design and development of the ICT platform and infrastructure, taking individual responsibility for deployment projects
* To assist with the scheduling, order, deliver and install new and replacement PC’s, Laptops and consumables.
* To provide hardware & software support to all Council owned mobile devices, Laptops and desktops (onsite and/or via remote support).
* To assist with documenting fixes and maintaining a knowledge database.
* Responsible for ensuring own skills and knowledge is up to date.
* To provide technical knowledge to junior members of the team.
* To adhere to best practices and embed these within the organisation.
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| **Additional Responsibilities** |
| * The role covers all council owned assets including desktop computers, laptops and mobile devices.
* The role will require the ability to gain knowledge of how the councils ICT infrastructure works in general and to use own initiative to solve simple technical problems.
* Undertake specific projects as requested by the Technical Delivery Manager.
* Keeping up to date with new technology.
* To develop a basic understanding of local government and a working knowledge of Rochford District functions.
* Work with colleagues within own service area to ensure common goals are achieved.
* To take responsibility for maintaining own health and attendance.
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| **Corporate Responsibilities** |
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| * To observe all of the requirements of Safeguarding and to report any potential Safeguarding concerns in accordance with the Council’s Safeguarding Policy.
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| * To comply with all appropriate legislation and Council policies including the Officers Code of Conduct, Health and Safety at Work, etc. Act 1974 and the Council’s Health and Safety Policy and procedures.
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| * To support the Council’s Equalities & Diversity Policies.
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| * All staff may on occasions be required to support the Council to deal with emergency situations affecting the community we serve. In the event of such an emergency or, of a rehearsal for such an event, the Postholder may be required to attend at times and at locations outside of the norm for the post and to adopt the duties directed by the Officer in Charge for the duration of the emergency situation.
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| * To contribute to project work arising from the Business Plan and to undertaken any other reasonable duties as may be required from time to time by the Line Manager/ Leadership Team.
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| **Review** |
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| The duties and responsibilities of this post may vary from time to time according to the changing requirements of the Council. The job description may be reviewed at the discretion of the relevant Assistant Director in the light of those changing requirements and in consultation with the postholder. In any event, the Head of Paid Service reserves the right to review and amend the job description. |
| Signed (Postholder): Dated: |

**Personal Specification**

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| **Post** | **ICT Technical Analyst** |

| **Essential Requirements** |
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| Qualifications |
| * Educated to a degree level or equivalent
* Microsoft Azure Fundamentals/Office 365 or equivalent
* Comptia Networking certification or willing to work towards
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| Required Technical Skills |
| * Extensive ICT Technical Support experience
* Understanding of ITIL best practices
* Good working knowledge of Networking concepts, VPN technologies & firewalls.
* AVD Platform including MFA
* Group policy & active directory
* Implementing & supporting Microsoft 10 OS
* VOIP technology systems & unified communications services
* Knowledge of clous service provision inclusing Microsoft Azure, M365, Teams & Sharepoint
* Mobile device management Microsoft Intune
* Experience of Corporate Applications (IDOX, Civica)
* Excellent communication skills at a technical end user level
* Good documentation skills
* Able to work in a logical manner
* Excellent organisation skills
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| Ability |
| * Able to prioritise work appropriately
* Able to work to deadlines and work under pressure
* Flexible, pro-active and adaptable
* Punctuality
* Effective team working. Sharing ownership, team goals and workload
* Commitment to maximising potential and continuous improvement of self and of service
* Able to establish and maintain effective relationships with people at all level
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| * Able to demonstrate a commitment to customer service
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| * Can do attitude with a desire to deliver a resolution as fast as possible
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| **Desirable Requirements** |
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| Knowledge and Skills* Knowledge of Rochford District Councils infrastructure
* Team player, dependable and able to learn on the job
* Enthusiastic learner able to use new technologies
* Attention to details
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| Experience* Local Government experience.
* Ability to work independently with own initiative and within team objectives
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