

Job Description

ICT Support Analyst

RESPONSIBLE TO: ICT Operations Manager

JOB PURPOSE:

Carry out 1st and 2nd line support actions relating to the Trusts CORE ICT software and infrastructure. Take responsibility for specific tasks developing the Trusts use of CORE web / database applications, Microsoft infrastructure / applications, and other software in use. To work alongside the other members of the Trusts ICT team in developing and delivering technology related initiatives for the benefit of customers.

'WHAT' – you do!

- Log calls on an internally run helpdesk with a view to resolving as many as possible internally or liaising with third party support to solve those that cannot be whilst monitoring their performance on these works. Set and maintain the user's expectations on the work involved and the corresponding time scales for the job, that are appropriate to the priority of the call.
- To administer the database and web applications that are in use within the Trust. To administer a virtual server environment and maintain high levels of availability of the server infrastructure.
- Implement and maintain effective software and network based solutions to assist access to The Trusts systems by staff from mobile devices across multiple locations.
- Review the helpdesk on a daily basis escalating any outstanding calls to second line support or chasing third party helpdesks for solutions whilst ensuring the highest level of standards and best value for the Company are achieved at all times.
- To help develop IT expertise throughout the Trust's staff by encouraging cross team working and shadowing teams and their use of software. Developing any training (1 to 1, and in groups) that may be required.
- Work with the ICT Operations Manager to complete any specific milestones relating to annual ICT Service Objectives.

'HOW' – you do it!

We deliver the above by displaying the following example behaviours:

- Transparent with everyone, always being open, honest and clear, with ourselves and others ensuring feedback is given in a timely fashion and we commute effectively across the Trust.
- Restless in your approach to finding better ways we're better tomorrow by challenging what we are doing today. Always looking at best practice to ensure we are forward thinking and innovative
- Upfront and honest. We are bold, confident and direct. We say it as it is. However, we will not be shouty or rude but constructive and clear with people, so they know WHAT we expect from them and HOW they deliver it.
- Skilled - We invest in our people and attract talent so the Trust thrives. We invest in staff to deliver our high performing culture
- Together – championing a “one team” ethos. We support and talk to each other across teams to help improve lives. We work on delivering more through project teams – rather than the functional/hierarchical teams



PERSON SPECIFICATION

ICT Support Analyst

	ESSENTIAL/DESIRABLE	ASSESSMENT
Behaviour		
Transparent with your teams and peers	E	A/I
Restless in your approach to finding better ways	E	A/I
Upfront and honest	E	A/I
Skilled – continually improving	E	A/I
Together – championing a “one team” ethos	E	A/I
Experience		
NVQ in IT or similar IT qualification.	E	I/C
Experience and understanding of software and hardware installation set-up and configuration.	E	A/I
Administration of our database environments including system maintenance.	D	A/I
Ability to troubleshoot IT software and hardware problems, and take the necessary steps to resolve.	E	A/I
Ability to train staff in multiple disciplines of IT to different levels.	D	A/I
Documenting procedures, developing and maintaining a knowledge base.	D	A/I
Skills/Abilities		
Ability to establish personal credibility quickly and to relate ICT concepts in business terms to non ICT audiences.	E	I
Project management skills to effectively cost and deliver complex services and capture the business benefits.	E	I
Strong communication and relationship management skills – able to work effectively with colleagues, suppliers and customers.	E	I

METHOD OF ASSESSMENT

- A Application form
- I Interview
- C Production of Certificates

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

