



JOB DESCRIPTION

POST TITLE	ICT Digital Analyst
DIRECTORATE	Finance
GRADE / SALARY	Grade 9
RESPONSIBLE TO	Acting ICT Senior Business Analyst
RESPONSIBLE FOR	

JOB PURPOSE

Responsible for carrying out research activities with users to gain a deep understanding of the people that use council services (both within and outside the council), ensure that the ICT solutions meet user needs and the wider goals of the council.

To support the ICT function and its related activities in delivering a professional service to the Council where required.

DUTIES AND RESPONSIBILITIES SPECIFIC TO THE POST

1. Plan, design, prepare and carry out user research activities to support the design, development and continuous improvement of ICT services.
2. Help to facilitate collaboration and promote effective communication with all stakeholders to support design, build and delivery to meet the user needs.
3. Support information asset owners and ICT Business Account Managers where required to ensure user needs are met and user expectations are managed.
4. Be prepared to challenge constructively to achieve solutions that are fit for purpose.

5. Align user research with the Council Plan to support decision-making and action.
6. An awareness of the diversity of users of the council's services and the need to make the council's services usable and accessible for everyone.
7. Present clear research findings in a range of formats and contexts.
8. Carry out basic design, development and support of the council's online forms.
9. Assist where required in developing and managing any testing policies, deployment strategies and change management protocols for any software changes to the Council's applications ensuring they are fully documented and signed off.
10. Keep informed and act upon on any legal or statutory software changes that maybe required and disseminate this information to key stakeholders. Attend user group meetings as and when required.
11. To comply with and assist in the development of the Council's ICT standards and procedures, including recommending changes as appropriate.
12. Participate in new ICT projects including supporting the procurement, selection and implementation of new system or system enhancements. Using the corporate project management methodologies and ensuring work is completed within budget constraints and timescales. Identify any user needs that arise from the project planning and organise courses, sourcing from third parties if required.
13. To maintain ICT related information on the ICT Wiki solution to ensure they are published and up to date.
14. 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

