

**PERSON SPECIFICATION -  
Business Analyst**

Category	Essential	Desirable	Assessment
<b>Education</b>	BSc Computing or BSc Business Analytics and Management	Project Management Certificate or Diploma	Application
<b>Experience / Knowledge</b>	<p>Experience working in a similar role and at a similar level in order to demonstrate relevant competence required for the role</p> <p>Experience of producing written reports e.g. Business Cases</p> <p>Experience of producing project plans</p> <p>Experience in leading or playing a significant role in organisational change projects</p> <p>Comprehensive knowledge of Sharepoint and Office 365 software suite</p> <p>Experience of troubleshooting and proposing solutions</p> <p>Experience of providing technical support for staff</p> <p>Experience of Business Intelligence and Data Analytics software</p> <p>Excellent communication skills, with the ability to talk and present to a range of audiences, sometimes acting as a translator between parties</p> <p>Comprehensive knowledge of ensuring internet systems are safe and offer full protection.</p>	<p>Working closely with Education Leadership Team and Head of Care, preparing documents ahead of Ofsted and CQC inspections</p> <p>Experience of developing technical specifications for procurement</p>	<p>Application / Interview</p> <p>Application / Interview</p> <p><b>Application / Interview</b></p> <p>Application / Interview</p> <p>Application / Interview</p> <p><b>Application / Interview</b></p> <p>Application / Interview</p> <p><b>Application / Interview</b></p> <p>Application / Interview</p> <p><b>Application / Interview</b></p> <p>Application / Interview</p> <p>Application / Interview</p> <p><b>Application / Interview</b></p> <p>Application / Interview</p>

<b>Attitudes</b>	<p>Flexible attitude</p> <p>Ability to work at multi sites.</p> <p>Positive attitude towards working as part of a team and individually.</p> <p>Caring and non-judgemental</p> <p>A commitment to working in an anti-discriminatory way</p>	<p>An understanding of autism and other examples of neurodiversity and how this can impact on an individual and their family</p>	<p>Interview</p>
<b>Skills and Abilities</b>	<p>Ability to drive, and to have a clean driving licence</p> <p>the capacity to motivate others and lead change</p> <p>Excellent verbal and written skills.</p> <p>Excellent knowledge of IT</p> <p>The ability to work under pressure on multiple projects within your project timeframes</p> <p>Good documentation skills.</p> <p>Highly motivated - sets and achieves challenging goals.</p> <p>Ability to look for ways to improve and promote quality</p> <p>Ability to maintain awareness of new and emerging technologies.</p> <p>Excellent knowledge of operating systems, networking, hardware and software.</p> <p>Excellent problem-solving skills</p> <p>Excellent organisational skills.</p> <p>Ability to explain problems and solutions clearly to non-technical users.</p> <p>Ability to prioritise, work under pressure and meet deadlines.</p> <p>A patient and methodical approach</p> <p>Show an awareness of Cyber Security</p>		<p>Interview / <b>Application</b></p> <p>Interview /</p> <p>Interview /</p> <p>Interview /</p> <p>Interview /</p> <p>Interview / <b>Application</b></p> <p>Interview / <b>Application</b></p> <p>Interview / <b>Application</b></p> <p>Interview / <b>Application</b></p> <p>Interview / <b>Application</b></p> <p>Interview / <b>Application</b></p> <p>Interview / <b>Application</b></p> <p>Interview / <b>Application</b></p> <p>Interview / <b>Application</b></p> <p>Interview / <b>Application</b></p> <p>Interview / <b>Application</b></p>

## JOB DESCRIPTION - Support Analyst

<b>Job Description:</b>	Support Analyst
<b>Responsible to:</b>	Senior Management Team.
<b>Place of Work:</b>	Flexible Location

### Job Summary

At North East Autism Society, we have, for over 40 years led the way in providing specialist care, education and services for children, young people, and adults with autism, across the north-east of England.

We are seeking a talented, self-motivated, and innovative individual with a real passion for supporting users to get the most out of IT. You will be required to have a good all-round knowledge and interest in both IT and software development to enable you to troubleshoot and triage a wide range of internal applications.

The role will primarily involve supporting NEAS's internal software systems, providing end-user training on internal systems, documenting solutions and processes as well as performing some internal administrative tasks.

### Duties and Responsibilities

- Support the senior leadership team on all change projects involving IT
- Support NEAS's managers and staff to make the best use of all IT systems
- Work with the helpdesk support team on identified issues and system improvement projects
- Help in developing software solutions for our Schools and Care services across the North East
- Work closely with our Education Leadership Team and Head of Care, in preparing documents ahead of Ofsted and CQC inspections
- Project manage change projects involving IT and be a central point of communication for external IT contractors
- Setup data analytics and business intelligence reporting from various data sources
- Support the installing of new software and upgrading existing applications
- Lead the procurement of hardware and software when required
- Ensuring internet systems are safe and offer full protection

### Team Work

To work within a team setting, promoting a consistent service, working to agreed team goals  
To work with colleagues in a respectful manner  
To work closely with our Education Leadership Team and Head of Care

### Performance Management/Training and Development

To participate in arrangements made in accordance with the services performance management policy  
To attend all mandatory training within the time scale required and assessed as competent when required.  
To attend appraisal meetings, team meetings and training sessions  
To attend Management supervision and to complete work targets within the agreed timescale  
To keep the senior leadership team informed of the progress of your work, to present information in both verbal and written form

### Core Competencies

#### Technical Competencies

1. Must have relevant work-related experience.
2. Must have gained a good all-round standard of education.

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3. Must have a good knowledge of current IT technologies.
  4. Must possess a high standard of written English
  5. Exceptional attention to detail.

#### **Management Competencies**

1. High level of professionalism
2. Concern for quality of delivery of service
3. Ability to respond to change in circumstances
4. Discretion
5. Self-motivation
6. Teamwork
7. Flexibility
8. Achievement Motivation
9. Quality Awareness
10. Risk Awareness
11. Health & Safety Awareness
12. Commitment for continued professional development of self and others.

#### **Managing Tasks / Projects**

1. Ensuring tasks and duties are performed within clearly defined time quality standards.

#### **Managing Information / Data**

1. Compiling and processing, supplying information and data to both internal and external contacts whilst ensuring confidentiality is maintained where appropriate.

#### **Communications**

1. High level of verbal and written communication skills
  2. Information sharing with senior professional
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