**Job Description & Person Specification**

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| **Post Title** | IT Digital Solutions Analyst Apprentice |
| **JE Reference**  | APP | **Grade**  | Apprentice | **SCP Range** | N/A |

**Reporting line:**

IT Analyst and Programmer

Digital Solutions Analyst Apprentice

# **Job Purpose:**

To support the delivery of the technical work necessary to support, maintain, develop, and implement new systems and solutions as defined in the Council’s IT Strategy and IT Workplan.

To support the team on consulting and advising with service directorates as they seek to scope new IT developments they want.

To help provide support to the IT helpdesk where they are unable to provide first line fault rectification.

# To work in council services delivering agreed tasks and developments, helping turn customers’ service visions into a set of IT deliverables. To provide high quality, cost effective, service outcomes.

# To support the identification of digital solutions to support the delivery and management of effective IT business applications across customer organisations.

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# **Relationships:**

**Accountable to:** IT Analyst and Programmer

**Accountable for:** N/A

**General Contacts:** All staff, service users, service partners, 3rd party suppliers and other Councils

# **Key duties and responsibilities:**

1. To help deliver the work required by the Systems & Software part of the IT Team, as defined in the IT workplan, and as agreed by the Systems & Software Manager, and Systems Development & Support Lead work plans. This will include, but is not limited to, providing the key resource to configure, install, develop, test, maintain current and future Council systems as defined in the IT Strategy.
2. Undertake analysis of service requirements specific to their digital service transformation requirements and identify and or develop viable solutions for options appraisal and review.
3. To undertake such work as is required by the team and individuals workplans. This will include but is not limited to software and solution development, analysis, report writing, testing, producing user guides/instructions, technical support documentation and scheduling operations.
4. To conform to the relevant IT standard or policies of the Council, including Change control and Disaster recovery practices.
5. To keep abreast of information technology changes and be familiar and responsive to Council/government changes in local government provision.
6. To maintain the systems standards defined for new projects, in the IT department's project management methodology.
7. To contribute to the security of data in all aspects of system usage, with an appropriate understanding of Information Governance requirements.
8. To deliver a range of operational issues to be delivered by the team, with others as necessary, including:
* Fault diagnosis and correction within all appropriate systems and networks
* A Full participation in effective Disaster Recovery and Business Continuity Planning and evidencing of the effectiveness of such arrangements.
* Monitor the support requirements services users of the systems, using the results to shape and improve greater utilisation of systems.
1. To understand the Council’s Information Governance processes and procedures ensuring that data quality and security requirements are met by the users of the systems.
2. To conform to and promote the use of the IT Service’s standards and the policies of the council.

# **General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council’s corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

**Last Updated:** June 2021  **Author:** Brian Donnelly

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| **POST TITLE** | **GRADE** |
| Digital Solutions Analyst Apprentice | Apprentice |

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| **NOTE TO APPLICANTS**Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

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| **CRITERIA** | NECESSARY REQUIREMENTS | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | * Experience of formal systems analysis and development using a structured methodology. Awareness of change and release management.
* Proficiency in HTML, CSS3, JS, PHP or similar coding standards
* A good understanding of responsive web design.
* Designing and developing form-based solutions, databases, User Experience (UX), User Interface (UI)
* Writing testable, efficient code by adhering to best-practice guidelines.
* Providing feedback to ensure continuous improvement in our solutions, systems, and processes.
* Clear and open communication with colleagues and customers
 | * ICT experience of working with and developing digital interfaces and integration services such as APIs
* Demonstrable ability in managing and maintaining customer support service quality.
* Relevant IT experience of working with and supporting line of business systems.
* familiarity with common frameworks such as Bootstrap or CSS.
* Knowledge of JQuery and or other Java Script Libraries
* Knowledge of Web Accessibility standards, such as Web Content Accessibility Guidelines (known as WCAG 2.1)
 | A, I |
| **SKILLS AND ABILITIES** | * A good ability to design, develop and implement solutions relating to IT information systems.
* Customer focussed with a passion for excellence and continuous improvement in all areas.
* Good interpersonal skills and the ability to communicate (both verbally and in writing) clearly, concisely, and accurately at all levels.
* Logical approach to problem solving.
* Takes responsibility for own performance
 | * Skills and knowledge in the Microsoft Windows desktop applications including the Microsoft 365 products.
 | A, I |
| **EDUCATION/ QUALIFICATIONS/ KNOWLEDGE** | * Evidence of continuing technical development
* Grade 4/C GCSE or equivalent in Maths and English.
 | * A formal IT qualification
* Knowledge of digital services development
 | A, I, C |
| **OTHER REQUIREMENTS** | * Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours.
* Commitment to own continuous personal and professional development.
* Strong team player, committed to an ethos of continuous improvement
 | * Evidence of own continuous personal and professional development
 | A, I, C  |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users
 | * Evidence of having completed training in equality and diversity awareness
 | A,I  |
| **COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE** | * Commitment to provide a customer-focussed service.
 | * Evidence of surpassing customer expectations or service targets / goals
 | A,I  |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE

R = REFERENCE