Newcastle City Council

Job Description

Newcastle
City Council

Post Title: Senior ICT Solutions Analyst   HH264

Evaluation: 606 Points   **Grade:** N9

Responsible to: ICT Manager (as assigned)

Responsible for: N/A

Job Purpose: To analyse business requirements and to design, configure, implement and maintain ICT solutions in respect of specific areas of technical and service responsibility.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To assume responsibility for specific ICT solutions, technology or aspects of the ICT service life-cycle as assigned by management to enable the delivery of strategic and business objectives of the City Council and other customers as required.

2. To participate in the planning, development, implementation and operational maintenance of ICT solutions, including the management of risks and the identification of resources and skills.

3. To participate in the development, implementation and embedding of ICT service standards, processes and procedures, including the implementation and maintenance of service management software and toolkits.

4. To participate in the definition and maintenance of the service catalogue, configuration management database and change management procedures and associated service management software and toolkits and to contribute to the establishment, maintenance and review of operational methods, procedures and tools.

5. To participate in the procurement of ICT software, hardware and services as required.

6. To implement, configure and manage technology and resources efficiently and effectively to enable the ICT business continuity and disaster recovery plans of schools, the City Council and other customers as required.

7. To develop the capacity and capability of the ICT workforce through the identification of required and available skills, the mentoring of staff and by contributing to workforce learning, development and succession planning.

8. To be aware of service standards and key performance indicators (KPIs) and to ensure that work is delivered in accordance with defined targets and outcomes.

9. To assist in the recruitment of ICT staff as required.

10. To represent ICT Services internally and externally as required and to participate in meeting the Division's business and service objectives.

11. To study appropriate literature and attend training courses etc., in order to remain informed of news, ideas, techniques and solutions, which may be useful in current or future projects or beneficial to the section as a whole.

12. To maintain legislative and statutory compliance as required, for example Data Protection Act, Health and Safety etc.

13. To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.

14. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.