

Xentrall Shared Services Delivering Excellence for All		JOB DESCRIPTION	
Directorate: Corporate Services		Service Area: ICT Services	
JOB TITLE: ICT Platform Analyst			
GRADE: K			
REPORTING TO: ICT Platform Team Leader			
1.	JOB SUMMARY: To be part of a team of ICT Infrastructure professionals who provide and have responsibility for the effective and efficient delivery of all ICT Platform related hardware, software and associated services both on premise and consumed from the cloud.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	Manage ICT Platform assets and services throughout their lifecycle, from installation and operation through to disposal.	
	2.	Provide operational support for on-premise and cloud-based platform services, including incidents, requests, changes and problems in line with agreed SLA targets.	
	3.	Support the management of the data centre environment, ensuring it remains secure, fit for purpose and compliant with change management and health and safety procedures.	
	4.	Responsible for the identification of ICT Platform problems and escalating these to senior engineers within the Platform Team for root cause analysis and permanent problem resolution as appropriate.	
	5.	Progress assigned ICT Platform changes in line with agreed timescales, ICT change management policy and operational procedures.	
	6.	Support business continuity and disaster recovery planning, testing and invocation for server and network infrastructure and related dependent assets.	
	7.	Contribute to continuous service improvement of platform operations and architecture, improving resilience, reducing single points of failure and addressing recurring issues.	
	8.	Manage external contractors, suppliers and consultants to ensure timely delivery, good service and value for money.	
	9.	Maintain technical competence and contribute to ICT technical strategies, policies, standards and procedures in line with the ICT Strategy and Vision.	
	10.	Support the work of the Cyber Security Team through strict adherence to ICT Security Policies including domain and data access control, patch management, user account management, endpoint security and network security.	
	11	Support the achievement of service objectives through participation in project, team and personal plans within agreed standards, budgets and timescales.	
	12.	Provide excellent customer service through effective engagement with customers, colleagues and suppliers, including participation in out-of-hours and call-out arrangements where required.	
	13.	Participation in out of hours working and call out arrangements as and when required.	
3.	GENERAL		

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development.

Customer Services – The post holder is required to ensure that all customers both internal and external receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Andy Evans		29/06/26
Job Description agreed by: (Post holder)			

Job Description dated February 2019



PERSON SPECIFICATION

Job Title/Grade	ICT Platform Analyst	K
Directorate / Service Area	Xentrall Shared Services	ICT Services
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	- Recognised ICT qualifications and accreditations e.g. MCSE/CCNA/MBCS or equivalent level of professional experience - ITIL Foundation	- ICT related degree or equivalent demonstrable level of directly relevant work experience - ITIL intermediate qualification - PRINCE2 Foundation	Application/Certificates
Experience	- Recent experience of the assessment and coordination of ICT upgrades, updates or deployments - Experience in supporting the delivery of change - Proven ability to analyse problems and adopt an innovative approach to finding more efficient solutions	Local Government experience	Application/ Interview/References
Knowledge & Skills	- Awareness of project management techniques - Knowledge and experience of ICT Best practice frameworks and formal methods of service delivery - Knowledge and understanding of current ICT trends and the future direction of ICT - Knowledge and understanding of information security, business continuity and disaster recovery planning - Good communication skills - Competent in producing high quality project documentation and reports	Knowledge of organisational and political structure of both authorities	Application/ Interview/References

	▪ Analytical skills and the ability to interpret management information/reports ▪ Ability to innovate and improve the service ▪ Ability to negotiate effectively within constraints of resource ▪ Ability to work as part of a team as well as on own initiative ▪ Ability to prioritise work and meet deadlines effectively ▪ Adopt a flexible approach to working hours to meet the needs of the service ▪ Ability to innovate and improve the service		
Specific behaviours relevant to the post	▪ Self awareness ▪ Personal effectiveness ▪ Achieving improved outcomes ▪ Joined up working ▪ Innovating and delivering ▪ Communication ▪ Flexibility ▪ Making things happen ▪ Learning and developing ▪ Putting customers first		Application/ Interview
Other requirements			Interview/References

Person Specification dated Feb 2019

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Corporate Services, Xentrall Shared Services	SERVICE AREA: ICT Services, Xentrall
JOB TITLE: ICT Platform Analyst	
GRADE: K	
JOB LOCATION / BUILDING: Darlington Town Hall Feethams DL1 5QT	
REPORTING TO: Platform Team Leader	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		No
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		No
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		No

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		No
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		No
Known Risk	Yes	No

Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		No
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		No
Working at Heights - Safety Critical: Employee will be required to work at a height .		No
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		No

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.	Yes	
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		No
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		
Lone Working (including Home Working): Employee will be required to work alone.	Yes	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	Yes	
Any Other: Please identify any other known risks associated with this job role.		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: 

Date: 29/06/26

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department:
Occupational.Health@stockton.gov.uk