

ICT AWS Analyst

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Experience of developing, maintaining and supporting cloud-based solutions using Amazon Web Services (AWS) and associated technologies.
2. Experience of developing applications, integrations or automation solutions using programming, scripting, APIs, web services, middleware technologies or related approaches.
3. Experience of providing technical support, troubleshooting, root cause analysis and problem management for business-critical systems and services.
4. Ability to analyse complex information and technical issues, and communicate findings and solutions effectively to both technical and non-technical audiences.
5. Ability to create and maintain technical documentation, including solution designs, operational procedures, support documentation and knowledge articles.
6. Strong organisational skills with the ability to plan, prioritise and manage competing demands to meet agreed deadlines and service standards.
7. Ability to work collaboratively with customers, suppliers, technical teams and business stakeholders to deliver and support digital solutions.
8. Excellent verbal and written communication skills, with the ability to build effective working relationships.
9. Experience of working in a customer-focused environment and delivering high standards of service.
10. Understanding of the Council's Equality, Diversity and Inclusion objectives and how these apply to the delivery of services and working practices.

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Desirable

- Experience of developing, maintaining or supporting Amazon Connect solutions, including contact flows, routing strategies, customer self-service capabilities and customer communication services.
- Experience of AWS services such as Lambda, DynamoDB, API Gateway, EventBridge, SNS, SQS, S3 or related cloud technologies.
- Experience of Infrastructure as Code (IaC) tools and approaches, such as AWS CloudFormation, Terraform or AWS CDK.
- Experience of CI/CD pipelines, automated deployment processes and modern software delivery practices.
- Experience of artificial intelligence (AI), automation, conversational AI or related emerging technologies.
- Experience of monitoring, optimising and improving cloud services to enhance availability, performance, resilience and cost effectiveness.
- Experience of delivering ICT projects, digital transformation initiatives or Agile delivery approaches.
- AWS Cloud Practitioner, AWS Developer Associate or equivalent cloud certification.
- Experience of working within local government or the wider public sector.

Additional Requirements

Flexible approach to work, location, duties and hours.

Our Values

Do you share our values of proud, fair, and ambitious?