

ICT AWS Analyst

Job Description

Reports to: **Solutions Delivery Lead**

Evaluation: **533**

Direct reports: n/a

Grade: **N7**

Reference: A5826

Job Purpose

To design, develop, configure, implement, maintain and support cloud-based solutions and contact centre services using Amazon Web Services (AWS) and associated technologies. The postholder will contribute to the delivery of innovative digital services that support Newcastle City Council strategic objectives, with responsibility for Amazon Connect, application development, AI capabilities and systems integration.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Design, develop, configure, implement, maintain and support secure cloud-based solutions and ICT systems, with specific responsibility for Amazon Web Services (AWS), Amazon Connect and associated cloud technologies, ensuring they are resilient, scalable and aligned to business requirements.
2. Design, develop, maintain and support cloud-native, serverless and integration solutions using AWS services including Amazon Connect, Lambda, API Gateway, EventBridge, SNS, SQS and DynamoDB, delivering customer self-service

capabilities, contact routing, APIs, web services and middleware integrations through modern software development practices.

3. Provide specialist expertise and support in AWS, Amazon Connect and related technologies, supporting project delivery, service improvement initiatives and strategic digital transformation programmes.
4. Implement and maintain cloud security, identity and access management (IAM), monitoring, governance and compliance controls in accordance with Council policies and AWS best practice.
5. Monitor, troubleshoot, optimise and continuously improve cloud services and applications to ensure performance, availability, resilience, security and value for money.
6. Research, evaluate, develop and support cloud technologies, automation, artificial intelligence (AI), conversational AI and emerging digital innovations, identifying opportunities to improve service delivery, customer experience, operational efficiency and business outcomes.
7. Produce, maintain and review technical and user documentation, including solution designs, architecture diagrams, support procedures, operational guidance, knowledge articles and training materials.
8. Participate in Agile delivery, ICT service management processes, change management activities and the maintenance of operational methods, procedures and toolsets.
9. Assist in the procurement, implementation and maintenance of ICT software, hardware, cloud services and technology resources as required.

10. Contribute to business continuity, disaster recovery, workforce development, mentoring and knowledge-sharing activities across ICT Services.
11. Be aware of service standards, service level agreements and key performance indicators (KPIs), ensuring that work is delivered in accordance with agreed targets and outcomes and representing ICT Services as required.
12. To promote and implement our Diversity, Equality, Equity, and Accessibility policy in all aspects of your employment.
13. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.