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| Service and job specific context statement | |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Lead Solution Analyst |
| **Grade:** | L |
| **Responsible to:** | Head of Architecture |
| **Staff managed:** | Manages a team of specialist professionals |
| **Date of issue:** | July 2008 |
| **Job family:** | **P&T - Professional & Technical** |

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| Job context |
| Based in Technology & Change service. |

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| **Structure** |

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| Job Description | |
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| Job purpose | To be responsible for the delivery of a high quality consultancy service to business units. To support business areas in identifying, scoping and selecting appropriate ICT solutions to support business change. To lead and manage a team of Solution Analysts. |
| Operational management | * Define, develop and document procedures and processes to establish the effective operation of the team. * Ensure the feasibility of customer requirements are assessed and appropriate solutions are considered, documented and proposed. * Work with all ICT areas as required to establish the feasibility, scope and estimate of the potential solution options. * Present solution options to business areas highlighting benefits and costs. Propose recommended solutions and explain reasoning. * Provide on-going clarification and support to other ICT teams during the implementation of solution options. * Carry out duties and tasks assigned by the Head of Architecture. * To undertake such other duties as the Authority may reasonably require. |
| Resource management | * To apply and fairly administer the corporate HR policies and procedures, taking account of the service needs, using management discretion where appropriate. * Identify training needs in existing and new staff and ensure appropriate training and support is provided. * Work with other members of the team to broaden knowledge and technical expertise and to keep up to date with changes in technology assessing potential benefits and promoting awareness amongst customers. * Manage the process for recruitment and selection of staff within the team and support recruitment within the Architecture unit. * To manage, lead and motivate team members and ensure they are fully consulted, supported, and developed effectively in order for them to achieve defined objectives and targets. * To lead, develop and promote a culture of excellent customer care. * To be proactive in the promotion of continuous personal development of all team members. * Manage the Solution Analyst team budget. * Effectively manage the workload of the Solution Analysts, ensuring deadlines are met and priorities are addressed. |
| Systems and information | * Ensure all team members maintain high standards of documentation and change control. * Develop, monitor and review key performance indicators based on team metrics to demonstrate team efficiencies and achievement of agreed performance measures. * Maintain resource and project plans to ensure effective use of resource. Maintain and update information required to support the Group Programme Management Office (GPMO) processes. * Develop and monitor training plans for the team. |
| Strategic management | * To provide consultancy to the Directorates to ensure that their business needs are met through the effective use of appropriate technology solutions. * To develop effective strategic relationships with directorates to enable ICT impacting changes to be identified early and prioritised appropriately. * To keep abreast of emerging technologies, standards and management methods and to provide advice and guidance to the Head of Architecture. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * In depth understanding of the business and technical issues associated with analysis, design, development and support of information systems in a network environment. * In depth knowledge of trends and developments in information systems hardware and software. * Expert knowledge of Office Systems. | * Good understanding of the roles and functions of local government. * Operating systems * Internet technologies * Expert knowledge of 4GL and/or Object Oriented programming languages. |
| Experience   * Considerable and varied experience in an information technology environment * Demonstrable experience at a senior level managing information system projects within a network environment |  |
| Occupational Skills   * Ability to lead and motivate staff working to tight deadlines. * Ability to lead by example in technical expertise and a ‘customer care’ approach to work. * Ability to quickly grasp and assimilate new technologies, software and information. * Excellent communication and presentation skills, both written and oral. * Project estimating, planning and management. * Staff resource scheduling. * Problem solving/analytical skills. * System Analysis. | * Budget management |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * Degree standard or equivalent experience | * Prince2 Practitioner * ITIL Foundation Certificate in IT Service Management * ISEB Diploma in Business Analysis |
| Other Requirements   * Ability to manage time and work to deadlines. * Self-motivated. * A mature and confident disposition. * Ability to work under pressure. * Ability to lead and motivate others. * Car User. * Commitment to equal opportunities. * Committed to ‘Quality of Life’ vision. |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.