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| Service and job specific context statement |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Technical Analyst |
| **Grade:** | Grade G and I |
| **Responsible to:** | Technology Group ManagerTechnical Lead |
| **Staff managed:** | None |
| **Date of issue:** | June 2020 |
| **Job family:** | **P&T - Professional & Technical**  |

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| Job context |
| Technology Services function is the technical and service delivery arm of Technology and Change; it under-pins all the council’s services and some of its partners. Technology & Change supports the NYCC IT infrastructure including the telephones, network and desktop, laptop and server estates, as well as providing application development and support, project services and consultancy to our internal customer base, plus an increasing support for partner organisations. Technology & Change is also responsible for the procurement of IT equipment and services via third-parties as well as the corresponding contract and service level management. Technology & Change Services has internal service levels with the directorates and is responsible for the negotiation and monitoring of these service levels with the relevant business unit.Technology & Change Services also coordinates IT related projects to support the business; these can be small work packages or full scale implementations. The current user base is approximately 7000 NYCC staff. This also includes support for the IT Infrastructure & systems at Selby District Council, plus elements of support for Ryedale District Council and Richmondshire District Council.The post holder is required to utilise industry standard processes and functions detailed in the ITIL Service Management framework and ISO 20000 service management.The post holder must comply with the policies and standards outlined in the Council’s Information Security Management System (ISMS) to ensure the integrity, confidentiality and availability of the Council’s information assets is maintained and accreditation to ISO 27001 is retained.The post holder is responsible for reading, understanding and complying with the Councils Policies, especially IT related polices such as, but not limited to, Information Security, Computer Usage, Internet usage and Software policy.The job specifics are aligned with the Skills Framework for an Information Age (SFIA).T&C work closely with colleagues both internal and external to North Yorkshire County Council, in particular system users and suppliers including the provision of services to district councils. |
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|  | Career progression |  |
| IMPORTANT NOTE (applies to all career schemes):*All moves through the careers schemes require suitable time in post and experience, with gaps in service becoming available. Thus it is not possible to undertake a particular qualification quickly and immediately move up through the scheme.*This post includes progression based on a career scheme under which specific training and qualifications are a requirement for movement between particular grades. In the case of this post, the requirements are as follows: |
| Core Infrastructure Systems,Data and Access Management | **Unified Endpoint Management** | **Communication Technologies & Security** |
| GRADE GLevel 2 qualification in Computing, Microsoft MCP, CompTIA A+ or equivalent or equivalent experience in 2nd / 3rd line IT support. |
| GRADE I* Microsoft MCSA in a relevant subject pertaining to the post. (SQL, Office 365, Web Apps, Windows Server)
* Have sufficient experience, knowledge and expertise to work independently and without supervision for of all critical systems and infrastructure required for out of hours’ support. Currently: LCS, LLA, Netloan, Lagan, Winter Maintenance.
* Advanced administration of Active Directory
* Advanced administration of Server file, folder & application permissions both on premise and in the Cloud,
* Provision of Out of Hours support via rota.
* A level 4 qualification, equivalent technical qualification or demonstrable relevant experience in a managed enterprise IT environment
 | **GRADE I*** Microsoft MCSA in a relevant subject pertaining to the post. (Windows 10, Office 365)
* 10 consecutive applications packaged and deployed via SCCM successfully.
* 5 App-V applications packaged and deployed via XenDesktop
* 2 New device models added successfully to a SCCM OSD task sequence.
* 5 Major or 10 minor successful group policy amendments.
* Provision of Out of Hours support via rota when required.
* A level 4 qualification, equivalent technical qualification or demonstrable relevant experience in a managed enterprise IT environment
 | **GRADE I*** Cisco CCNA or Microsoft MCSA in a relevant subject pertaining to the post or equivalent.
* Advanced administration of messaging solutions. Eg reseeding Exchange databases/setup Skype Federation
* Advanced administration of network/security solutions. Eg deploy security rules, deploy/troubleshoot wired and wireless networks including basic packet capture.
* Advanced administration of telephony systems. Eg configuration of complex groups/routing/ACD
* Have sufficient experience, knowledge and expertise to work independently and without supervision for of all critical systems and infrastructure required for out of hours’ support: Networking/security/telephony/messaging.
* Provision of Out of Hours support via rota.
* A level 4 qualification, equivalent technical qualification or demonstrable relevant experience in a managed enterprise IT environment
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| Progression from Grade G to I requires minimum 24 months experience in the post and is dependent on achieving the criteria above. |

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| **Structure** |

**Unified Communications, Endpoint and Security (UCES):**

**Core Infrastructure and Applications (CIA):**

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| Job Description |
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| Job purpose | To provide a secure and stable end user computing platform and access to the tools, applications and information our customers require to fulfil their responsibilities. |
| Operational management | **Grade G*** Using problem solving techniques or through research, resolve incidents and service requests, or escalate complex issues within the team.
* Assess the scale and impact of the deployment of your changes and deployments and ensure, where necessary all work is scheduled and recorded correctly via the release and deployment management system.
* Assess any work conducted against security and data protection policies, escalating and resolving issues with the IT Security Officers.
* Provide 3rd line incident support for technical escalations from 1st and 2nd line teams, giving advice or accepting escalations.
* Provide advice for technical matters related to IT related systems to other Operation teams.
* Assist in projects or lead specific small projects.
* Assist with developing technical solutions, new functionality of existing systems or operational methodology either through attending training courses, via seminar / webinars or self-development.
* Support ITIL, ISO27001 and ISO20000 accreditation and other relevant accreditations such as Government Connect.
* Adhere to the configuration management database and configuration management processes.
* Operate at the effective SFIA levels for –
	+ Incident Management – Level 3
	+ Request Fulfilment – Level 3
	+ Change Management – Level 3
	+ Release and Deployment – Level 2

**Grade I additional duties*** Monitor and maintain technical and operational performance levels for all systems as defined by the Technical Lead of each system.
* Using problem solving techniques or through research, resolve complex incident and service requests, ensuring all work is recorded correctly and follows the relevant change and deployment process and procedures.
* Act as a point of reference for technical matters related to your team technologies for other T&C teams.
* Assist in projects or lead specific small to medium sized projects.
* Research and develop technical solutions, new functionality of existing systems or operational methodology either through attending training courses, via seminar / webinars or self-development.
* Maintain and adhere to the configuration management database and configuration management processes.
* Create and maintain relevant documentation for work undertaken.
* Operate at the effective SFIA levels for –
	+ Incident Management – Level 4
	+ Request Fulfilment – Level 3
	+ Problem Management – Level 3
	+ Change Management – Level 4
	+ Service Continuity Management – Level 3
	+ Release and Deployment – Level 4
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| Communications | **Grade G*** Update relevant documentation for any work undertaken.
* Relevant to allocated task and projects, attend technical meetings, which may include live demonstration of new technologies to other technical teams or project managers.
* Keep all internal and external stakeholders updated and informed in a timely manner.

**Grade I additional duties*** Create reports for other T&C teams and management as well as other stakeholders within NYCC for license consolidation, compliance and asset management or produce existing reports on request.
* Create relevant documentation for any work undertaken.
* Relevant to allocated task and projects, act as subject experts in technical meetings, which may include delivering presentations or live demonstration to new technologies, to both colleagues and Senior Managers / Directors or other stakeholders within NYCC.
* Liaise with external suppliers where their applications fail to confirm to NYCC standards, working towards and implementing a suitable solution.
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| Partnership / corporate working | **Grade G*** Work alongside other tier 2 and tier 3 T&C support teams to resolve service requests and incidents as required.
* Promote the use of ICT Services throughout the business.

**Grade I additional duties*** Promote the use of Technology and Change throughout NYCC by attending user workshops advising on the best use of existing technology.
* Create and deliver technical training sessions for T&C support staff for existing or newly implemented systems.
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| Systems and information  | **Grade G*** Responsible for ensuring Service Management system is updated in relation to the team’s incidents, requests and changes.
* Operating to agreed best practices, processes and procedures.
* Ensure all processes and standard operating procedures are documented, available and kept up to date

**Grade I additional duties*** Updating and maintaining Service Continuity DR Documentation
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| KnowledgeGrade G and Grade I* Broad technical knowledge of IT Infrastructure and architecture.

Grade G* An advanced level of experience working with IT Infrastructure and architecture
* Advanced knowledge of standard software packages used to deliver business requirements.
* Good working knowledge of how IT Technologies work together to deliver the complete IT solution.

Grade I* An excellent understanding of current and emerging IT technologies.
* A good understanding of IT industry best practises and procedures
* Expert knowledge of IT operating systems
* Advanced knowledge of current software packages
* Expert working knowledge of application technologies, security management techniques, deployment tools and configuration management.
* Experience of working within an enterprise computing environment, both on premise and /or cloud based computing.
 | **Grade G and Grade I*** Knowledge of ISO27001 and ISO20000
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| ExperienceGrade G and Grade I* Demonstrable experience of
	+ ICT incident and request resolution.

Grade G* Demonstrable experience of
	+ Supporting IT Operating Systems.
	+ Installing and supporting IT related applications & systems

Grade I* Demonstrable experience of
	+ Maintaining IT Services and applications in an enterprise environment.
	+ Using a Configuration Management system.
	+ Using a Security Management suite.
* E.g. Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources.
 | **Grade G and Grade I*** Experience in change and problem management systems.
* Experience of supporting enterprise application deployments
* Experience of using a configuration management system
* Experience of working within an enterprise computing environment
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| Occupational SkillsGrade G and Grade I* Customer oriented approach
* Working to deadlines
* Good organisational and administrative skills
* Good interpersonal skills

Grade G* Good Analytical and Problem solving skills.
* Initiative and independence

Grade I* Excellent Analytical and Problem solving skills.
* Good communications skills both oral and written
* Ability to prioritise workloads and delegate effectively
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| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the roleGrade G* Level 2 qualification in Computing, Microsoft MCP, CompTIA A+ or equivalent or equivalent experience in 2nd / 3rd line IT support.

Grade I* Microsoft MCSA in a relevant subject pertaining to the post
* Cisco CCNA or equivalent pertaining to the post
* A level 4 qualification, equivalent technical qualification or demonstrable relevant experience in a managed enterprise IT environment pertaining to the post.
 | **Grade G and Grade I*** ITIL Foundation Certificate in IT Service Management

**Grade I*** Technical training qualification or manufacturers accreditation
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| Other Requirements* e.g. Ability to travel across the County
* Ability to respond to incidents outside of normal business hours
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| 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.