



Job Outline

Post:	Assistant Business Support Analyst
Service:	Finance & ICT
Section:	ICT
Grade:	GC – G8
Job Purpose:	To assist in the provision of an efficient implementation and technical support of Information and Communications Technology (ICT) services, for all systems provided by the ICT function in the support of the operational services and stakeholders of East Ayrshire Council, in order to assist with the promotion, delivery and integration of the key objectives in relation to those identified within the Council's Strategic Plan, Digital Strategy and Workforce Strategy.

The level of participation and grade will be dependent on the post holder's relevant experience and / or qualifications. Grade progression is subject to an annual measurement of satisfactory performance and qualifications attained. Note however that progression from Grade C will be dependent on successful completion of an HNC in an ICT related discipline, where one is not already held

A. STRUCTURE

We recruit Assistant Business Support Analysts (ABSAs) to specific ICT teams and although there is some crossover of work between teams, any particular post advertised will reside within one of our ICT teams -

Networks & Telephony : Our Networks & Telephony team is responsible for the monitoring, maintaining, planning, fault diagnosis and all installations across the data and telephony (voice) networks. This covers all Corporate and Education sites.

Desktop & Service Desk : Our Desktop & Service Desk team provides technical assistance and troubleshooting for computer hardware, software, and operating systems used by employees. They help resolve issues related to installation, configuration, maintenance, and usage, ensuring smooth functioning of laptop and desktop computers including peripherals.

Applications : Our Systems / Applications teams provide business systems analysis, development to client departments and support a variety of council systems, developed by third party suppliers or in some instances

developed in-house, utilising industry standard languages / platforms such as VB.Net, C#, IIS / Web Server, PowerShell, and Relational Database Management Systems (RDBMSs) such as SQLServer, Oracle, etc. in a Windows server environment.

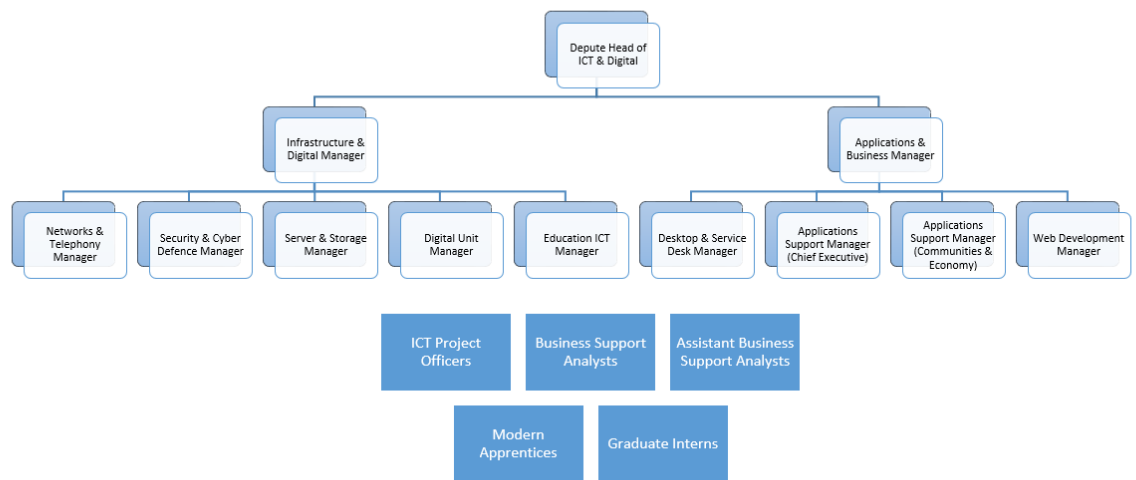
Security & Cyber Defence : Our Security & Cyber Defence team has responsibility for the security of the assets and infrastructure of the council through deployment of a wide range of technologies (such as firewalls, web filters, mail filters, endpoint protection, etc.).

Education ICT : Our education ICT support team provide comprehensive infrastructure and software support to the education service, including Microsoft Windows , Chromebooks, iPads, ASN technologies to enrich the educational experience within all of our establishments, enabling teachers and the young people of East Ayrshire to achieve their full potential.

Servers & Storage : Our Servers & Storage team oversees the management and maintenance of the council's server and storage infrastructure, which includes Active Directory, Group Policy, DNS, Microsoft Exchange, Windows File Servers, VMware Server Farm, VMware Horizon, Pure Storage, Commvault Backup Solution, SAN Storage, and Fibre Channel Network.

Web : Our Web team is responsible for support and development projects including our internal and external websites, web-based applications, and creating / utilising APIs, as well as supporting core systems such as the ICT Helpdesk. The team has in-depth understanding / experience of full-stack development including platforms and languages such as VB.Net, C#, Javascript, PHP, IIS / Web Server, PowerShell; and Relational Database Management Systems (RDBMSs) such as SQLServer, Oracle etc.

Digital Unit : Our Digital Unit leads the delivery of ICT and digital projects and programmes within the ICT section, allowing colleagues across the teams to make use of their skills and interests in areas such as Microsoft 365, Artificial Intelligence, IOT etc.



B. KEY DUTIES & RESPONSIBILITIES

1. To support the work of ICT teams to develop and deliver ICT projects and programmes.
2. Participate as directed and assist other ICT personnel in the effective adoption and implementation of ICT in either a corporate or education environment
3. Provide support and assistance to colleagues within the ICT support staff
4. Provide first-line Helpdesk / Service Desk support to all ICT users within the council and where appropriate to staff in partner agencies
5. Provide ICT support via all available channels: e.g. face to face, by email, telephone, or online as required, including travelling to other offices and locations as directed
6. Participate as directed in the delivery of ICT projects and / or programs to agreed time scales and to the customer's satisfaction
7. Maintain at all times a high level of customer care and the fostering of a good working relationship between ICT and customers / users
8. Carry out other appropriate duties and responsibilities as required by the F&ICT senior management team
9. Provide support to ICT users in council Services as required, in one or more areas of ICT functions which may include:
 - PC / desktop & applications
 - Mobile computing devices & support systems
 - Information & Business systems
 - Central and Distributed Server systems
 - LAN and WAN data network systems

- Voice and Telecommunication systems
- ICT Security systems
- Web based systems
- As the council adopts Microsoft 365, all teams will need to have working knowledge of this platform and services

10. To support ICT initiatives and / or technology pilots in an education and / or corporate environments
11. To support education and / or corporate employees in testing and evaluating new technologies and software and provide technical guidance and training as appropriate
12. To provide proactive response to requests for service / faults raised via the ICT helpdesk system in relation to the education and / or corporate environment
13. Assist in the provision of ICT services including inventory / asset register, helpdesk function, timesheet recording, administration and data centre operations, where applicable
14. Assist in the collation & provision of statistical and performance indicators to facilitate service monitoring
15. Use formal assurance methodologies & standards, where applicable, in the development, implementation and support of all ICT systems provided by the Information Technology function
16. Use, where appropriate, time recording in providing reports to ICT Management

GC Grade and above

17. Prepare system, program, integration and test specifications and relevant system documentation
18. Where appropriate provide assistance in new technological developments

G6 Grade and above

19. Take a lead role, as directed, in specific ICT projects and services
20. Conduct user training and applications support, in assistance to other ICT personnel
21. Act as an advocate for the council's ICT services, maintaining at all times a high level of marketing of ICT services
22. Use, where appropriate, project planning and progress control / reporting methodologies in the development of IS / IT computer based systems providing progress reports to ICT Management at agreed intervals
23. Perform administrative and budgetary control duties including purchase order, contracts, leasing and invoicing control and monitoring

G8 Grade

24. Liaise as directed, with external suppliers of ICT services & supplies ensuring compliance with contract conditions where applicable

25. Assist in the evaluation and investigation of new systems and service improvements

26. Assist in the provision of a comprehensive monitoring & planning service for ICT functions

* This job outlines defines the possible roles which could be undertaken by an ABSA. At the time of filling any ABSA vacancy, this job outline will be modified to reflect only those areas of the ICT function that a candidate would require to be involved in or have experience of

C. GENERAL RESPONSIBILITIES

27. Provide front-line Helpdesk / Service Desk assistance (notionally between 0800 and 1730 hours) to support all ICT users (education and corporate), either at the point of reporting a service fault or in the delivery of fault remediation, locally or remotely

28. Ensure that any materials, equipment and vehicles provided to assist in carrying out the duties of the post are properly secured in accordance with the council's policies and procedures

29. Promote the health and safety of employees at work and of service users through the implementation of the Council's policy on health, safety and welfare at work and departmental Health and Safety arrangements in accordance with all relevant statutory requirements

30. Ensure that all activities for which the post holder is responsible are delivered in accordance with the Council's Equality and Diversity Policies and the statutory and general and specific Equality Duties

31. Ensure that the Council's Customer First Service Commitment is followed in all dealings with the people we serve

32. Participate in the East Ayrshire employee review process (FACE) annually in accordance with the Council's procedures.

Person Specification

Designation: Assistant Business Support Analyst	Post No:
Service: Finance & ICT	Section: ICT

Attributes:	Essential Criteria	Desirable
Qualifications <u>Grade C</u>	Candidates should be working towards completion of a related ICT HNC; progression beyond Grade C is dependent on achieving an ICT related HNC	HNC or equivalent ICT / Computing (or related subject)

<u>Grade 6 & above</u>	HNC or equivalent ICT / Computing (or related subject)	Degree in ICT / Computing or related subject
Knowledge & Skills	• Experience of a digital or operational ICT environment • Ability to understand, implement and produce standard ICT systems documentation • Ability to create, maintain and manage databases, charts and business plans • Experience of standards adherence • Experience of ICT development and support • Ability to liaise with customers, suppliers and other stakeholders • A pragmatic attitude with high achievement drive • Self-motivation and time-management, planning and monitoring progress of work • Good communication skills • Pleasant, courteous, helpful and customer-focused • Ability to work either on own initiative or as part of a team • Commitment to work flexibly and out with normal working hours on occasions of need • Commitment to continuous improvement through service delivery	• Familiarity with Information & Communications Technologies which may include : systems integration; application development and support; web and responsive development; support of desktop devices and software; ICT networking tools and technologies; telecommunications systems; unified communications; storage area network; ICT security and cyber resilience; servers and storage; etc • Experience within a large, multi-function, team-based environment • Customer Care experience • Demonstrable interpersonal and organisational skills • Demonstrable ability to lead ICT developments and colleagues • Evidence of continuous professional development
Experience	• Significant experience within an ICT support / development environment • Experience in leading and / or participating in ICT business systems support • Experience of customer support and liaison	• Awareness of local authority procedures • Demonstrable experience of liaison with staff and management at all levels

	• Experience of supplier liaison	
Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours		
Quality	Behaviour	
Flexible	• Have an open mind and look for better ways of doing things. • Embrace new technologies to improve services for the people we serve. • Welcome opportunities to learn and grow.	
Approachable	• Develop positive and productive relationships with everyone. • Listen, notice, respond and engage. • Manage our reactions and think about how our behaviour affects others.	
Caring	• Embrace working in a team and working with others. • Take pride in your role, serving our community and strive to be the best we can be. • Be kind to others and to ourselves.	
Empowered	• Have the courage to try new things. • Work with others to find the best solutions. • Help everyone to realise their full potential.	