

JOB PROFILE

Post Title: ICT Analyst – ICT Projects & Analysis

Post Number: Generic

The post holder will be based at the ICT Unit, Garthspool Road, Lerwick.

The ICT Analyst is responsible, through the ICT Unit Manager, for all of the Council's, and any other supported bodies, ICT systems and infrastructure.

The ICT Analyst is required to conduct communications with all levels of staff and management within the Council, other supported bodies and with Local, Scottish and Central Government bodies, external suppliers and consultants.

Specific tasks include:-

- Project Management of all aspects of large and often very complex ICT projects using the PRINCE 2 project methodology, which includes the following:
 - Initial investigations/feasibility study and option appraisals
Planning the project to meets its goals and objectives, throughout the lifecycle of the project
 - Provide overall management of the procurement and tendering process ensuring that specifications are met.
 - Writing the specification and tender documentation for the project
 - Evaluating tenders
 - Liaising between suppliers and the Council
 - Conducting negotiations with third party suppliers regarding systems,
 - Supervision of project staff
 - Maintaining and supervising the budget – responsible for monitoring project budgets up to £500,000.
 - System selection/design
 - Constantly monitoring progress and reporting status to the Project Board
 - Implementation, including logging, analysing and managing risks and deviations to the initial project plan
 - Producing full project documentation during all stages of the project using PRINCE 2 standards including detailed project plans
 - Timetabling and controlling all events of the projects
 - Organising the training of users
 - Conducting a post implementation review
 - Responsibility for the on-going support and maintenance of the system;
- Support and maintenance of existing ICT systems which includes the following:
 - Providing advanced technical support and expertise to the Help desk and discussing, investigating and resolving complex problems encountered by users.
 - Providing advice and guidance to other technical ICT staff as required
 - Liaising with external suppliers/support services on complex problems
 - Monitoring and management of systems against contracted levels of service to ensure suppliers meet their contractual obligations.
 - Design and implementation of preventative maintenance procedures

- Management of designated ICT Systems to ensure system reliability and service/business continuity; including capacity planning, backup processes/procedures, system recovery plans and release management.
 - Ensuring that ICT systems and infrastructure are secure and comply with the ICT Security Policy.
 - Specify. design, code, test and implementation of corrections to complex systems
 - Any other duties befitting the task
- Implementation or production of complete systems, user procedures and standards documentation including the following:
 - Investigating and analysing existing systems (computerised and manual)
 - Investigating, evaluating and costing hardware and software available from external suppliers
 - Compiling technical reports, reviewing options and making recommendations for clients
 - Designing new ICT systems, including specification of new hardware, software and procedures.
 - Recommending changes to ICT policy for the Council through the ICT Management Board;
 - This will be in the form of new projects, project update reports or any other reports required by the ICT Management Board
 - Complying with all procedures, policies and regulations of the ICT Unit and the Council.
 - Providing On-call cover on a rota basis;

From time to time, the Council may require the post holder to undertake duties outside those specified.

PERSON SPECIFICATION

Post Title: ICT Analyst – ICT Projects & Analysis

Post No: Generic

ESSENTIAL

DESIRABLE

Personal Features/Qualities

Capacity for strategic thinking.

Ability to work to strict deadlines.

Ability to motivate staff and lead by example.

Capacity to work under pressure.

Ability to exercise good judgement in managing workload and making professional decisions

Relevant Experience

Five years relevant experience.

Management experience.

Experience of all aspects of project management and implementing ICT system projects.

Prince 2 or other project methodology experience.

Experience of communicating with a wide range of audiences.

Experience and ability to lead a team.

Experience of working as part of a team.

Experience and ability to work without direct supervision.

Budgetary responsibility.

Education

Educated to Honours Degree level or equivalent in a relevant subject area.

Advanced technical **or** professional qualifications such as Microsoft Certified Systems Engineer MCSE.

OR

Educated to Ordinary Degree level or equivalent in a relevant

subject area AND have advanced technical or professional qualifications such as Microsoft Certified Systems Engineer (MCSE)

Skills, Abilities and Knowledge

Good communications, interpersonal and presentational skills. The ability to foster good teamwork.

Local Government knowledge and experience.

Negotiating skills.

Organisational skills.

Thorough knowledge of all aspects of the project life cycle.

Knowledge of computer systems including business application software and management information systems, such as the internet, public information systems, IP telephony, wireless solutions and Microsoft office/windows applications.

Planning and decision making skills

Allowances: Distant Island Allowance

Evaluated Grade: I - K

Date of Evaluation: 01/03/2018

PVG Membership: -

Disclosure Check: - Level 1

Date of Last Amendment: 01/04/2025