Aberdeenshire COUNCIL

Job Profile

May 2021

1. JOB IDENTITY

Post Title:	IT Analyst	**Service:**	Business Services
Section:	Customer & Digital Services	**Grade:**	Practitioner H
Reports to:	IT Senior Analyst		

2. JOB PURPOSE

To provide customer focused support for IT services across the council.

Contribute to the development and enhancement of IT services through a high standard of technical skills & knowledge.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation.

3. CORE RESPONSIBILITIES / DUTIES

- Ensure incidents and requests are interpreted correctly, recorded accurately, and assigned appropriately.
- Liaise with and provide professional guidance to stakeholders, customers, and external suppliers to ensure resolution to agreed standards and timescales.
- Ensure the delivery of all IT services across the council are in line with agreed service levels and local policies.
- Undertake routine systems administration, upgrades and installations, including quality assurance testing to ensure that systems perform as specified.
- Contribute to the investigation, definition and resolution of problems associated with the operational provision of IT services, including the design and development of new technology solutions.
- Support IT Senior Analysts in developing critical areas of good practice, procedures and process to ensure delivery of IT services aligned to the strategic aims of the council.
- Develop and maintain a high level of technical competency and knowledge of the IT environment.
- Encourage and maintain a positive employee culture of good communications, customer care and continuous improvement.

4. QUALIFICATIONS AND TRAINING

Essential:	• IT related degree or equivalent transferrable experience and skills
Desirable:	• Entry level technical certification • Foundation level IT service management certification

Agreed

5. EXPERIENCE

Essential:

- Experience of working on own initiative, working unsupervised and with a team with a complex and diverse workload
- Proven experience and knowledge of IT services and digital technologies

Desirable:

- Experience of IT call-logging systems
- Experience of working in a challenging and customer-focused IT environment

6. KNOWLEDGE AND SKILLS

Essential:

- Customer focussed with good relationship management, communication and negotiation skills
- Working knowledge of computer systems, software and networks
- Good organisational skills
- Excellent analytical & problem-solving skills
- Ability to travel when required

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post
Politically Restricted	Not applicable to this post

Agreed