



Job Description

Department:	Customer & Digital Services
Division/Section:	ICT
Job Title:	ICT Support Analyst
Grade:	5
Reports to:	Ataf Mahmood
Organisation Chart: Show immediate manager and any jobs reporting to this post.	
<pre> graph TD A[Head of ICT] --> B[Technical Services Manager] B --> C[ICT Support Analyst] </pre>	
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> None <input checked="" type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: None No. of indirect reports: None
Size of budget:	

Commented [LR2]: I think this will be no direct reports but let me know.

Version: 1	Date Issued: February 2017	Review Date: February 2019
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Job Purpose:	<p>To undertake and provide ICT support to PCC users based in any PCC office and those working remotely.</p> <p>To assist in delivering ICT project for PCC</p> <p>To provide support and maintenance to ICT Technical Services on all issues relating to infrastructure, EUC, security and cloud technologies.</p> <p>To maintain, analyse and troubleshoot all issues relating to technical services.</p>
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Main Duties and Responsibilities:

<ol style="list-style-type: none"> 1. The ICT support Analyst will get involved and support the delivery of ICT projects 2. The ICT support Analyst will support existing and new ICT infrastructure and end user devices 3. Some aspects of the work will require working outside normal business hours. 4. The ICT support Analyst will liaise with and advise ICT operational and user department management and staff on the selection, implementation and operation of appropriate ICT infrastructure and end user computing. 5. The ICT support Analyst will work closely with other ICT staff, customers and external support staff and suppliers on all relevant ICT matters. 6. The ICT Support Analyst will foster good working relationships with staff in all Council Departments who use, or may be affected by the quality of, the services provided
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DATE:	10th September 2021	COMPLETED BY:	Ataf Mahmood
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