

## Job Description

<b>Department:</b>	ITDS
<b>Division/Section:</b>	Corporate Services
<b>Job Title:</b>	Senior Digital Support Analyst
<b>Post No:</b>	TBC
<b>Grade:</b>	10
<b>Reports to:</b>	Digital Team Leader
<b>Organisation Chart:</b> Show immediate manager and any jobs reporting to this post.	<pre> graph TD     DTM[Digital Team Manager] --&gt; LSA[Lead Support Analyst]     DTM --&gt; SDSA[Senior Digital Support Analyst x3]     DTM --&gt; SAIO[Senior AI Officer]     DTM --&gt; DSA[Digital Support Analyst]     DTM --&gt; DA[Digital Apprentice] </pre>
<b>DBS Check applicable?</b>	<b>Basic</b> <input type="checkbox"/> <b>Standard</b> <input type="checkbox"/> <b>Enhanced</b> <input type="checkbox"/> <b>None</b> <input checked="" type="checkbox"/>
	<b>Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?</b>  <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>
<b>Line Management responsibility for:</b>	<b>No. of direct reports: 0</b> <b>No. of indirect reports: 0</b>
<b>Job Purpose:</b>	<p>The Senior Digital Support Analyst role will be reporting into the Digital Team Manager.</p> <p>The role is responsible for the ongoing championing of the M365 suite of products, for developing and maintaining a broad range of applications, in particular the growing digital platform, both web and mobile and providing ongoing support and training. They will ensure that digital technology meets the needs of users of Peterborough City Council.</p>

	<p>This role will be responsible for:</p> <ul style="list-style-type: none"> <li>• Maintaining and enhancing existing corporate applications, like Microsoft 365's suite of products.</li> <li>• Creating and delivering appropriate digital solutions to the business in line with business priorities and the IT strategy.</li> <li>• Working collaboratively with both councils to deliver channel shift and associated reductions in cost to serve.</li> <li>• Working with ITDS and its customers through the development, deployment and support of digital services and applications from idea to production and beyond.</li> <li>• Understanding digital gaps in the organisations, providing solutions and support to the organisations and keeping on top of developments in the M365 suite of products to ensure the IT &amp; Digital Service offers the most up to date and relevant advice and guidance.</li> </ul>
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## Main Duties and Responsibilities:

### Support and Advice:

- Responsible for providing 2nd & 3rd tier support & specific expertise across the M365 suite of products across PCC.
- Responsible for ensuring all allocated Incidents are investigated and key users are kept up to date on progress.
- Ensure built applications are supported in accordance with the applicable service level agreement, that the associated support documentation is kept up-to-date, and agreed change management procedures are followed.
- Be a point of escalation for questions related to digital services and provide support and guidance for the IT & Digital Service in relation to the M365 suite of products.
- For a built or proposed solution, act as a main point of contact to provide appropriate guidance, testing, advice and knowledge on the production and processes for creating additional or linked digital solutions
- Provide recommendations and justification for suggested digital solutions.
- Working with colleagues across the business, using strong technical knowledge and experience to advise and lead on process improvement and automation by proactively identifying efficiencies.
- Demonstrate the continual development of own knowledge and skills with the continually moving digital landscape, to ensure the organisations benefit from the most current innovations.
- Plan, schedule and monitor own workload, to ensure that priorities are met and disruption to users is minimised, keeping incidents within PCC SLA agreed levels to meet performance indicators

### **Subject Matter Expertise**

- Use strong technical knowledge to advise on process improvement, utilising and developing a range of M365 applications and in particular the Power Platform (Power apps, Power BI and Power Automate)
- Be a point of escalation within the team for complex issues supporting other members of the team.
- Investigate and resolve complex problems in specialist area(s), working with users, other staff and suppliers, as appropriate, to ensure that the agreed levels of services, quality and security are maintained.
- Manage and co-ordinate interfaces between applications, and the associated processes, as agreed.
- Provide guidance to less experienced colleagues to ensure that the overall technical quality of their work meets accepted standards.
- Provide support and advice to help inform Analysis, Design, Development, maintenance and strategy within IT & Digital.
- Ensure that all software systems, procedures and processes are effectively documented to agreed standards and kept up to date. This includes the production of technical and release management documentation.
- Create high quality training documentation / materials and conducting training sessions to develop the digital skills of team members and instruct users in the use of systems and where applicable to include within the ITSM knowledge hub.
- Contribute to the development and management of the team to continually improve the levels of service, quality and performance of the service.

### **Design, Build, Testing and Compliance**

- Undertake regular systems quality assurance activities to ensure systems meet internal quality standards and are operating optimally.
- Build, test and implement digital solutions, primarily using the M365 Power Platform, aligned to the IT Strategy.
- To analyse requirements and design innovative technical solutions in line with the IT strategy.
- Provide 3rd line support including root cause analysis of problems including escalation to 3rd party suppliers and deployment of changes where necessary. Ensure system documentation are updated and procedures for problem & change management are followed at all times.

### **Customer Care and Communication**

- Promote digital solutions and automation by utilising hackathons and other engaging mediums
- Support and strengthen user's development, confidence and skills across M365
- Responsible for maintaining a customer service culture that continuously provides exceptional customer service evidenced through customer feedback / customer satisfaction surveys

### **Additional Accountabilities**

- Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

**Health & Safety**

Ensure the Team and its activities are in full compliance with PCC and the legislative Health & Safety policies and guidance.

<b>Generic Responsibilities:</b>	To carry out all responsibilities regarding the Council's Equalities Policy and Procedures and Customer Care Policy. To comply with all Health & Safety at work requirements as laid down by the employer. The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.
<b>Flexibility Clause:</b>	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.
<b>Variation Clause:</b>	This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them, and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

**DATE:****COMPLETED BY:**

## Person Specification

<b>Job title:</b>	Senior Digital Support Analyst	<b>Directorate:</b>	Corporate Services
<b>Grade:</b>	10	<b>Service / Team:</b>	PCC IT & Digital Services
<b>Date:</b>	March 2024	<b>Completed by:</b>	

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of how and when to utilise a low-code platforms to develop a fit for purpose solution, specifically M365 Power Platform</li> <li>• Knowledge of other solutions that sit outside the M365 suite of products that would meet the service area requirements.</li> <li>• In depth knowledge of the M365 suite of products and how they can be utilised to improve productivity and efficiencies</li> <li>• Knowledge of digital developments within the marketplace, especially with Microsoft products</li> <li>• Demonstrate the continual development of own knowledge and skills with the continually moving digital landscape, to ensure the organisations benefit from the most current innovations</li> <li>• Good standard of literacy and numeracy</li> <li>• Excellent standard of IT literacy, particularly MS Office.</li> </ul>	<ul style="list-style-type: none"> <li>• Confident understanding of project management principles</li> <li>• General awareness of the issues and challenges facing local government.</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Being able to develop and support digital solutions, and ensure the stability of existing and new products developed</li> <li>• Being able to design &amp; deliver solutions that meets the service area requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to travel within the county if required</li> </ul>

	<ul style="list-style-type: none"> <li>• Be able to proactively engage with customers to determine the outcomes required, and deliver on those outcomes</li> <li>• Listening, articulating and providing solutions that will help resolve the problem/s identified</li> <li>• Create high quality training documentation / materials and conducting training sessions to develop the digital skills of team members and instruct users in the use of systems</li> <li>• Be able to understand to root cause of a problem, to be able to ensure proposed solutions provide the required benefits.</li> <li>• Be able to consider and manage the implications of proposed changes on the business</li> <li>• To develop and maintain good working relations with all team members, council officers, Councillors, strategic partners, consultants and external stakeholders.</li> <li>• Establish credibility and work co-operatively with colleagues and customers. Maintain good practice as well as making future improvements.</li> <li>• Make decisions without bias. Explain clearly to colleagues and customers how these decisions will impact on service delivery.</li> <li>• Aware of the positive and negative impact I can and could make on colleagues and customers. Considerate when using and working with our resources and take responsibility for managing them.</li> <li>• Plan and anticipate changes in working practice. Logically identify the best approach in continuing to meet my objectives and deliver excellent outcomes</li> <li>• Ability to be creative and use initiative</li> <li>• Flexible approach to duties based on changing priorities and timescales</li> <li>• A team player and able to work independently</li> </ul>	
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<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience in developing and supporting solutions in Low Code, and ideally in M365 Power Platform</li> <li>• Be able to demonstrate experience in implementing M365 solutions to improve the services productivity</li> <li>• Proactively identify situations that could be improved by the implementation of a digital solution</li> <li>• Experience of working and delivering as part of both direct &amp; indirect teams</li> <li>• Experience at advanced level of using MS Excel for creating/maintaining spreadsheets and/or MS PowerPoint to prepare presentations</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working within a project environment and collectively delivering towards the agreed objectives</li> </ul>
<b>QUALIFICATIONS</b>	Educated to degree level (or equivalent relevant experience)	
<b>PERSONAL CIRCUMSTANCES</b>		
<b>EQUALITY</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care	

*All criteria will be assessed by Application / Interview.*