


Job Description

Department:	Digital and Customer Access
Division/Section:	Corporate Services
Job Title:	Digital Support Analyst
Post No:	10151
Grade:	9
Reports to:	Digital Team Manager
Organisation Chart: Show immediate manager and any jobs reporting to this post.	 <pre> graph TD A[Digital Team Leader] --> B[Digital 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 type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Job Purpose:	This role reports into the Digital Team Leader. The Digital Support Analyst is responsible for providing expertise and technical support to Peterborough City Council lines of business and server-based applications (excluding social care systems). The role will be responsible for: <ul style="list-style-type: none"> • In applications support and maintenance • Managing processes across multiple business systems • Effectively manage workloads and multiple priorities • Providing support and working effectively with other team members to ensure priorities are delivered to ensure optimal service.

Main Duties and Responsibilities:

Main accountabilities	
Operational Services Applications Service Delivery <ul style="list-style-type: none">• Monitor and act upon support call queues. Carry out incident and service request investigation and resolution by analysing users' stated requirements, evaluate alternatives and recommend a course of action• Ensure 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• Liaise with users, colleagues within IT and third parties over support issues, raising and escalating support calls as necessary in order to achieve satisfactory resolution in a timely manner.• Support and/or carry out user administration, system administration and system configuration tasks as agreed with the relevant application owners. Manage and co-ordinate interfaces between applications, and the associated processes, as agreed	
Technical and Project Support <ul style="list-style-type: none">• Provide technical advice and consultancy to users and colleagues within ITDS• Assist in the successful handover of applications to ITDS colleagues. Review applications as assigned to ensure they meet the quality assurance standards required for handover• Understand and support interfaces with other systems in use across multiple systems• Create high quality training documentation / materials, conducting training sessions to develop the skills of team members and instruct users in the use of systems and where applicable to include within the ITSM knowledge hub	
Customer Care and Communication <ul style="list-style-type: none">• Responsible for maintaining a customer service culture that continuously provides exceptional customer service evidenced through customer feedback / customer satisfaction surveys	
Additional Accountabilities <ul style="list-style-type: none">• 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.• Provide support for Business Continuity activities• Carry out non-guaranteed overtime and standby in line with operational service needs, this may include<ul style="list-style-type: none">○ Participation in monthly infrastructure maintenance upgrades or updates or patching o project work.○ Participation in a rota for out-of-hours support	
Health & Safety: <p>Ensure the Team and its activities are in full compliance with PCC and the legislative Health & Safety policies and guidance.</p>	

	Date Issued: February 2017	Last updated: June 2023
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Generic Responsibilities:	<p>To carry out all responsibilities regarding the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>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.</p>
Flexibility Clause:	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.
Variation Clause:	<p>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.</p> <p>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.</p>

DATE:

COMPLETED BY:

	Date Issued: February 2017	Last updated: June 2023
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Person Specification

Job title:	Digital Support Analyst	Directorate:	Corporate Services
Grade:	9	Service / Team:	PCC IT & Digital Services
Date:	March 2024	Completed by:	JP

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<p>Data Protection</p> <p>Understanding of policies concerning data security, data protection, and confidentiality</p>	<p>Application Support</p> <ul style="list-style-type: none"> An understanding of what is involved working in an IT support environment. Understanding of ITIL service management <p>Technical Understanding</p> <p>Knowledge of one or more of the following technical areas:</p> <ul style="list-style-type: none"> Microsoft Dynamics CRM Microsoft.NET and Visual Studio.NET Microsoft SQL Server SQL, T-SQL and PL/SQL Citrix application delivery software NetScaler traffic management software Visual Basic Scripting Information @ Work EDRM MOVEIt Automation and MOVEit Transfer Oracle WebLogic 12C. Or one or more of the following lines of business applications: Capita Academy Liquidlogic Children's System CoreLogic Mosaic

SKILLS & ABILITIES	<p>Interpersonal Skills</p> <p>Excellent interpersonal skills and a friendly and confident manner. Ability to communicate clearly and effectively both verbally and in writing</p> <p>Working Together</p> <p>Ability to work with, and support, other staff</p> <p>Workload Management</p> <p>Ability to handle pressure, prioritise conflicting demands and meet deadlines. Self-reliant and able to use initiative. Flexible attitude and approach to work</p> <p>Problem Solving</p> <p>Excellent problem-solving ability.</p> <p>Desire to Learn</p> <p>Ability and motivation to gain useful experience in new technical areas.</p>	<p>Technical</p> <p>Ability to understand complex software. High level of competency in a wide range of ICT systems</p>
EXPERIENCE		<p>Supporting IT Systems</p> <p>Experience of working in an IT support environment</p>
QUALIFICATIONS	A Level; HNC; HND NVQ level 4 or equivalent relevant experience.	Bachelor's degree or equivalent professional qualification
PERSONAL CIRCUMSTANCES		
EQUALITY	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]

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