

**Job Description****Resources Department**

Post Title	IT Support Analyst- Workplace Transformation- IT Division Fixed Term for 18 months		
Post Number	BG09973	Grade	Scale 6
Base	Civic Centre	Hours of Work	37 per week
Car User Allowance	Approved Casual	Disclosure	Yes
Contact	Steve Hopes	Updated	6th March 2014

Principal Job Purpose

Responsible to: Corporate & Schools Support Team Leader

Responsible for: To act as a member of the Schools PC Support Team assisting in support of all duties assigned to the team

Principal Accountabilities

1. To support the installation, maintenance, and upgrading of personal computers, desktop printers, virtual desktops and peripherals.
2. To assist in the support and maintenance of the Authority's voice and data network infrastructure.
3. Liaise with staff from other Departments and schools to ensure their requirements are met.
4. To ensure continuous improvement, initiating, facilitating and responding to change in a positive manner
5. Dependent upon team requirements, to act on standby or call-out duty when necessary, to support relevant systems outside normal office hours.
6. To be available for planned weekend working when required.
7. To undertake any other duties that may, from time to time, be required by Management.
8. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
9. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – IT Support Analyst- Workplace transformation



I. Qualifications & experience

	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
HNC/HND in Computer Studies, or relevant degree or MCSE qualification.	Essential	✓			
Experience					
Practical experience of PC support in a business environment.	Essential	✓	✓		
Good technical I.T. background.	Essential	✓	✓		
Previous experience of working in a Local Authority	Desirable	✓	✓		
Knowledge/Skills					
Knowledge of the services provided by the Council	Desirable	✓	✓		
Physically able to undertake manual handling, which may involve stairs and transporting ICT related hardware between sites.	Essential	✓	✓		
Personal Attributes					
Demonstrate the confidence and ability to carry out duties without supervision on occasions	Essential	✓	✓		
Full Driving Licence	Essential	✓			

II. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance	✓			✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary				✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognised the importance of high standards of customer service				✓
	Is committed to providing an excellent service to all the citizens of Blaenau Gwent				✓
	Understands the links between own professionalism & the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contribution				✓
	Asks for help when necessary				✓
	Actively seeks to help others		✓		✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed		✓		✓
	Uses appropriate language, gestures and tone when talking with others				✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation	✓			✓