(Tier 5)

Tier 5/ Network Analyst, Scale J

Directorate: Service area:	Resources Directorate – Enabling Services – ICT & Digital
Accountable to:	Team Lead – Network & Comms
Accountable for:	N/A
Politically restricted post	TBC
Delivery teams:	N/A

Context

You will play an active role as part of our Network & Comms team working in partnership with our commissioning teams to design and deliver customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

Specific role assignment

Delivery responsibilities	ICT Support queue management Configuration & trouble shooting Technical advisory
Key business measures	Dashboard stats
Essential experience	Having experience of working in a Network & Communications support environment in the last twelve months. Ability to travel independently around Warwickshire.
Specific experience	The ability to independently interpret and analyse varied and complex ICT incidents/ requests logged or situations and to produce resolutions in an agreed timely manner. Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences in person, through technology or writing.

V1.0
*service = service, team, functions

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	The ability to organise own workload and decide priorities.
	The ability to work within broad practice or guidelines using managerial discretion over a broad area of activity.
	The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands.
	Experience of contributing to the development of ICT policies and procedures.
	The ability to use own initiative to respond independently to difficult problems and unexpected situations.
	Responsible for management and maintenance of network switching i.e. Alcatel, Cisco etc.
	Responsible for management and maintenance of wireless networking i.e. ClearPass, Cisco etc.
	Responsible for management and maintenance of Checkpoint firewalls
	Responsible for management and maintenance of Smoothwall appliances
	Oversee anti-virus, malware, anti-phishing, and anti-spam controls
Desirable experience	Occasionally work out of the normal contracted hours including Sundays. Able to be "On call" out of normal working hours. Have knowledge in the following: MPLS, MS Teams Qualifications: ITIL
Specific qualifications/and registration	Full UK Driving License (Max 6 points)
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable
Key stakeholder relationships	ICT End Users 3rd party engagement

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WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA
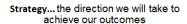
High performing   Collaborative   Customer focused   Accountable   Trustworthy

Our Behaviours

do what we say

move with purpose and energy

focus on solutions

help people and communities to find their own solutions

build strong working relationships

be the best we can be

Strategy... the direction we will take to achieve our outcomes

Plan... what we will do to achieve the strategy

Commissioning...the process of how we will plan, purchase and monitor our services

Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes

Operational Commissioning...the process for meeting need at an individual level or to a specific group

Delivery..providing services to our customers

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