

(Tier 5)

Tier 5/ Specialist End User Analyst, Scale L

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

Context

You will play an active role as part of our Specialist End User team working in partnership with our commissioning teams to design, deliver and support 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 sector and customers.

Specific role assignment

Delivery responsibilities	ICT call management End user ICT trouble shooting ICT advisory service delivery
Key business measures	TBC
Statutory responsibilities (if applicable)	Not applicable.
Essential and Specific experience	A relevant degree, NVQ Level 4 or equivalent qualification or at least 3 years' experience in a 2nd\3rd Line ICT Support environment Configure, maintain and update our SCCM and Intune infrastructure, Application packaging and scripting - LOB and Store applications Configure and manage service rings for Windows and O365 Maintain the White Glove process

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	<p>Device testing and build updates for future devices</p> <p>MDM auto enrolment configurations</p> <p>MAM policy management</p> <p>Monitor Application deployment status</p> <p>To maintain an excellent customer service in face-to-face, telephone or electronic interaction, always ensure that every customer is treated efficiently and in a professional manner</p> <p>The ability to make frequent decisions and exercise initiative independently to fulfil the requirements of the role</p> <p>The ability to work under a high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands</p> <p>Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences in person, through technology or writing</p> <p>The ability to independently interpret and analyse varied and complex ICT issues or situations and to produce a solution.</p> <p>The ability to organise own workloads and decide priorities</p> <p>Proven advisory skills including the demonstrated ability to persuade others to adopt a course of action which is not necessarily their preferred approach</p> <p>Pro-actively researching new technologies reporting to management business advantageous opportunities</p> <p>Take responsibility to investigative work in order to determine business opportunities and specify effective business processes.</p> <p>Specifies their implementation through improvements in information systems, data management, practices, organisation and equipment.</p> <p>Applies and monitors the use of required modelling</p>
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	<p>and analysis tools, methods and standards in an intelligent and effective way.</p> <p>The ability to work within broad practice or guidelines using managerial discretion over a broad area of activity.</p> <p>The ability to cope in situations where there is an emotional demand arising from the work being undertaken.</p> <p>Experience of contributing to the development of ICT policies and procedures.</p> <p>The ability to use own initiative to respond independently to difficult problems and unexpected situations.</p> <p>Provides specialist guidance and some supervision to less experienced colleagues</p> <p>To create and maintain documentation on technical support and business processes to assist colleagues</p> <p>Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility</p>
Desirable experience	<p>Professional Qualifications and Certifications (MCP, MCSE etc.)</p> <p>Knowledge\experience of programming languages such as Power Shell, PHP, HTML, Java and SQL reporting</p> <p>ITIL Foundation v3/v4</p> <p>Experience of ITSM System Administration for Hornbill</p>
Specific qualifications/and registration	Not applicable
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable
Key stakeholder relationships	All ICT End Users

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	ICT & Business managers 3 rd 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



Our Behaviours



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

