

(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 call management Configuration & trouble shooting Technical advisory
Key business measures	Dashboard Stats
Statutory responsibilities (if applicable)	Not applicable.
Specific experience	<p>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.</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 organise own workload and decide priorities.</p>

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	<p>The ability to work within broad practice or guidelines using managerial discretion over a broad area of activity.</p> <p>The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands.</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>The ability to climb a ladder to inspect, install or remove hardware</p> <p>Responsible for management and maintenance of network switching i.e. Alcatel, Cisco etc.</p> <p>Responsible for management and maintenance of wireless networking i.e. ClearPass, Cisco etc.</p> <p>Responsible for management and maintenance of Checkpoint firewalls</p> <p>Responsible for management and maintenance of Smoothwall appliances</p> <p>Oversee anti-virus, malware, anti-phishing, and anti-spam controls</p>
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 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

