



IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council Job Description: L41a

Systems Analyst

Main Purpose of Job

To be responsible for delivering key elements of the ICT service, reporting directly to the Senior Systems Analyst. Developing, implementing and maintaining appropriate solutions for the Council's goals.

Main Duties

1. Responsible for the implementation, maintenance and support of secure and reliable ICT systems and services – including servers, applications, networks, telephony and other associated infrastructure.
2. Maintain and support on a day to day basis existing ICT systems that underpin service delivery. Analyse, research and resolve complex problems to support efficient and effective working to meet the requirements of the business.
3. Act as the nominated Officer for contact with other service areas, suppliers and other ICT teams, working proactively with them to analyse complex business requirements. Design and specify appropriate ICT solutions for the Council's priority goals and aspirations.
4. Liaise with, advise and assist customers and suppliers, ensuring that appropriate support, analysis and resolution of problems, documentation and training is delivered when required.
5. Provide an escalation path for the service Desk, for specialist technical support and assistance to the resolution of complex issues.
6. Responsible for Continuous Professional Development (CPD) in own specialist/professional area in order to remain abreast of technological developments, local and national issues and relevant legislation.
7. Deputise as required for the Senior Systems Analyst in their absence.
8. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



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PERSON SPECIFICATION

Job Title

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Knowledge/Qualifications	<p>HND level education or proven equivalent level of technical and organisational knowledge in own specific field</p> <p>Proven level of expertise and specialist knowledge within their particular field</p> <p>Up to date knowledge of technical and procedural developments in relevant field</p>	<p>Microsoft Certified Systems Engineer or equivalent</p> <p>Evidence of continuing professional development</p>	<p>Application Form</p> <p>Interview</p>
Work related experience, skills and competencies	<p>Considerable proven experience working within a broad based ICT environment</p> <p>Considerable proven experience of successfully supporting and implementing effective ICT solutions</p> <p>Proven ability to use technology effectively in day to day work</p>		<p>Application Form</p> <p>Interview</p>
Personal skills	<p>Good verbal and written communication skills</p> <p>Able to give advice and guidance on specific ICT issues to individuals who process varying levels of ICT skills</p> <p>Ability to work well within and across teams, whilst still being able to use own initiative</p>	<p>Responds well to new situations and shifting priorities</p>	<p>Application Form</p> <p>Interview</p>

	<p>Able to work under pressure and to tight deadlines to achieve outcomes</p> <p>Creative and innovative approach to problem solving</p>		
Special working conditions	<p>Willing to provide occasional out of hours support of the service</p> <p>Be prepared to undertake extra duties when the Senior System Analyst is absent</p> <p>Act as nominated officer to work with other services, suppliers and ICT teams</p> <p>A basic disclosure from Disclosure Scotland is required for this post</p>		Application Form Interview