**Manchester City Council**

**Role Profile**

**Desktop Analyst (Members), Grade 7**

**ICT Service, Corporate Core Directorate**

**Reports to: Service Manager (Desktop Support)**

**Job Family: Technical**

**Key Role Descriptors:**

The role holder will undertake a lead role in a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with internal guidelines, policies and procedures and statutory requirements.

The role holder will lead the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council’s corporate aims and objectives

The role holder will provide specialist technical consultancy across the assigned service area to develop, design and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

**Key Role Accountabilities:**

Provide an effective technical consultancy function for the assigned service area, ensuring that high quality technical solutions are delivered in line with customer or legislative requirements. Depending on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Lead on the delivery of work packages (using project management methodology where appropriate) so that objectives are achieved, ensuring consistency in approach and compliance with appropriate internal and legislative guidelines.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives. This will include the communication of complex technical matters.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required, in line with safe working practices and health and safety regulations.

Represent the City Council as an expert witness at enquiries, tribunals and hearings or similar proceedings where appropriate.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The role holder will be expected to effectively coordinate resources to support the principles of ‘joined up’ communication and to ensure efficiencies are achieved.

Depending on the service area, the role holder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:**

**Service Operations – Information, Communication & Technology (ICT)**

We manage the network, computers and systems that support internal and external Council services. We also provide strategic direction for technology development and ICT Project Management.

The ICT Service supports over 9000 users of PCs, laptops and Wyse Citrix terminals across Manchester City Council network and remotely.

**Service Operations / IT Operations (ICT)**

The IT Operations Team provide and support the services, infrastructure platforms, end user devices and applications that ICT and the Business require to carry out their day to day business, both internally within MCC and externally to the public and government. They monitor, control and support the availability of these services, ensuring that the hardware and software is up to date, capacity managed, backed-up, and that the services are professionally documented and administered.

These services consist of:

• End User Computing – Desktops, Laptops, Mobile Devices and Tablets

• Security Services

• Unix Server

• Windows Server

• VMware

• Databases

• Storage and Backup

• Citrix

Furthermore the team provides and supports the physical placement of all infrastructure within the data centre.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We “own” it and we’re not afraid to try new things
* We work together and trust each other

**General Skills**

* **Communication Skills –** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.
* **Analytical Skills –** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
* **Planning and Organising –** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Project Management –** Ability to identify, assess and manage risks to the success of the project..
* **Problem Solving and Decision Making –** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
* **ICT Skills:** Skills to configure appropriate areas of technical support in a large organisation. Skills to ensure the availability, integrity and search-ability of information through the application of formal data structures and protection measures.

**Technical requirements (Role Specific)**

* Experience of Desktop Support, good technical knowledge of MS products, Operating Systems and applications, basic LAN/WAN support and experience of Active Directory Administration and Group Policy
* Knowledge of Desktop, Laptop, Mobile Device and Tablet configuration and Operating Systems Image development and deployment
* Ability to be the primary technical contact for a specific group of users which includes:
* Having excellent customer relationship skills
* Being approachable, empathetic, supportive, and respectful
* Providing a responsive service with regular communication/updates
* Demonstrating a commitment to reach a resolution
* Working with users to understand their digital skill levels and provide advice and guidance to help improve these skills
* Maximising the use of current technologies and investigating potential new products/solutions to make lives easier for the users
* Ensure users have appropriate MCC devices which are kept updated with the latest patch releases (automated).
* Providing support during group meetings and ad hoc training sessions, occasionally out of office hours
* Work with other support teams as necessary to co-ordinate work for the users
* Qualified to ITIL or willing to work towards qualification but with a good practical understanding of how the core ITIL functions (CM / IM / PM / RM and Configuration Management) interface and interact to collectively support IT and the Business.
* A good understanding of Prince2 (or equivalent project management methodology) and how projects should be transitioned into production and the rules and standards that govern this transition
* Experience of IT Service Operations, and how an IT installation works across 7 \*24.
* Experience of report writing with the aim of demonstrating areas of concern, trending and Continuous Improvement.
* Good knowledge of the relevant legislative framework and professional standards both within the ICT industry and in particular to a local authority.
* To work flexibly including out of hours and bank holidays as required to meet customer demand, service requirements and potential incidents up-to a Major Incident.