

**Job title:** ICT Senior Technical Systems Analyst

**Job family:** Business Support Services (IT)

**Job ref:**

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### **Job family definition**

Roles within the Business Support Services job family are dedicated to optimising professional, sales and marketing and administrative services, which support the work of other job families in making Eden successful.

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### **Role purpose**

To work with the Technical Systems Manager to ensure an effective support operation at Eden. Provide specialist 3rd line support and development to the ICT Service Desk team as well as supporting and managing new business projects. Maintaining and administering all infrastructure technologies and associated applications on the Eden site. Ensure that effective security protocols are in place and adhered to. Deputise for ICT Technical Systems Manager as required.

### **Key Accountabilities**

1. Provides 3<sup>rd</sup> line technical assistance to the ICT Support team, intervening to identify, investigate and resolves technical issues and faults across the organizations computerized systems and networks.
  2. Maintain systems, analyse performance, predict problems and implement or recommend appropriate action in conjunction with our major service providers.
  3. To provide support in the diagnosis and fixing of faults with the network, servers, PCs/laptops and EPOS hardware and software.
  4. Support and manage Eden Azure and Office 265 environment. Including building and supporting virtual machines
  5. To liaise with our key service providers, suppliers and maintenance contractors in the support and/or development of Eden's ICT infrastructure.
  6. Provide technical reports and documentation to measure service effectiveness via existing solutions: SQL, Crystal Reports, Power Bi and MS Dynamics CRM
  7. Ensure the latest security solutions and protocols are in place to maintain effective security across the network
  8. Lead and/or participate in the implementation of new projects, providing technical advice as required on new business projects.
  9. Manage and maintain Dynamics CRM Database whilst providing support and reporting facilities to the Eden team as required.
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**Demands of the role**

<b>Education &amp; qualifications</b>	<p>The jobholder will be educated to Degree level and hold MCSE, CCNA, APS, IPCC Accreditation or similar.</p>
<b>Knowledge &amp; skills</b>	<p>Several years in the IT industry in a similar support role is essential, as is recent and demonstrable SQL knowledge and technical support experience of SQL DBA, Windows Technical Architecture and IP Networking technologies. The jobholder will have well developed analytical skills.</p>
<b>Decision -making</b>	<p>The jobholder works largely to short and medium-term objectives, where the majority of decisions are operational or tactical. The post holder would be an influential advisor to the Technical Systems Manager and will be required to use their professional skills and judgements to find appropriate solutions. Reports to line manager or in their absence to the Head of ICT.</p>
<b>Resourcefulness</b>	<p>Analyses complex situations and requirements, in order to resolve operational issues. Fulfill key roles when delivering approved ICT projects by managing elements of these projects. They will use adaptive thinking to translate new technologies and best practice into practical applications for the organisation.</p>
<b>People &amp; asset management</b>	<p>Works for the Technical Systems Manager providing support and knowledge in key areas, advising on the technical ICT strategy. Advises and supports the Service Support Manager and support team and providing cover for the Service Support Manager. Shared responsibility for key systems, together with the security for sensitive and confidential data.</p>
<b>Communication &amp; visitor experience</b>	<p>The nature of the role requires the jobholder to consult at all levels across the organization in order to identify and understand Eden's ICT needs. They will be building and maintaining good working relationships with suppliers and maintenance contractors, whilst writing technical support guides and system specifications.</p>
<b>Operational environment</b>	<p>The role is principally office based with occasional site visits. The jobholder will be required to provide extended hours on-call support for front of house ICT systems on a rota basis.</p>
<b>Additional features</b>	<p>There is a requirement for the jobholder to continuously develop their technical knowledge and skill, whilst keeping abreast of current developments within the IT industry.</p>