LONDON BOROUGH OF MERTON

CORPORATE SERVICES DEPARTMENT

JOB DESCRIPTION

POST TITLE: Senior IT Analyst

Grade: Career Grade ME13 and ME15

This is a career linked grade post; there is no automatic progression between the grades. Progress is subject to:-
- *Business-led demand for work corresponding to the higher grade.*
- *Assessment of the need for duties at the higher grade to be done by either the Head of IT and/or the Business Systems Manager(s).*
- *Assessment of the individual post holder's ability to perform the tasks expected at the higher grade by the Head of IT and/or the Business Systems Manager(s). This will be linked to agreed competencies for the duties involved and as shown in the person profile.*

DIVISION/SECTION: Business Improvement – Business Systems Team

Location: Civic Centre, Morden

Responsible to: Business Systems Manager

Responsible for: Time-limited project teams as allocated to undertake tasks as part of a matrix management approach to managing projects and assignments within the division.

Post number: TBA   date: 01.05.14

Version: Final

MAIN PURPOSE

Provide (IT Systems) technical and data/information management expertise, coordinate others or work within a team to specify, implement, configure, develop, maintain and support a range of major IT business systems, effectively – and autonomously – managing conflicting priorities and deadlines in a fast-moving, complex technical environment

Work with departments and individual services through liaison with DMTs, Directors, Assistant Directors, Heads of Service and operational managers to

understand, specify and advise on functionality, technology and processes relating to a range of major business systems in order to meet their business objectives and requirements.

Work on or manage tasks and large, complex and diverse projects that span a range of technical disciplines and systems to deliver services to a range of business units across the organisation according to corporate and industry standards, including the supervision and management of small temporary project teams.

Perform other duties commensurate with the grade as necessary in order to deliver main duties and responsibilities as laid out below and to support the business needs.

MAIN DUTIES AND RESPONSIBILITIES *(Salary Grade ME13)*

Planning and Organising
- Plan and manage small-to-medium sized assignments and projects involving a high degree of technical complexity; identify, organise and manage work of others effectively and provide leadership to staff in a project environment, working outside of core hours where necessary.
- Contribute – on the basis of technical and system knowledge – to the development of longer term IT system architecture plans and/or strategy
- Evaluate and make decisions on technical options in order to resolve complex technical (IT system) issues and challenges in relation to the council's major business systems as appropriate, actively contributing to the authority's technical strategies.
- Accountable for setting and meeting agreed system performance milestones and targets
- Prioritise changes in own area to meet stated strategic objectives and changing circumstances and deadlines.
- Ensure that realistic project, quality, and risk plans are prepared and managed for projects, sub-projects and routine work programmes.
- Recommend approaches, collate requirements, plan the work, test solutions, set work standards for operational delivery and provide training and support to users.
- Initiate, chair and document meetings efficiently, ensure agendas and minutes are issued in good time, subjects are comprehensively covered and actions taken.
- Ensure change control procedures are in use and actively used to assess the effect of changes to projects
- Develop, review, implement and manage business continuity plans for areas of the council as required

Thinking and Decision Making
- Provide advanced technical (IT/Systems) expertise and advice across a number of systems and in directing tasks and projects

- Problem solve technical (IT/Systems) issues, establish root cause analysis and identify and implement innovative improvements and solutions for the Council's information systems that positively impact on user and customer experience and bridge the complex and diverse needs of the business with the use of IT. Provide out of hours support as necessary.
- Define, document and successfully complete projects dealing with LEAN, business process re-engineering and IT systems, and advise clients/users as necessary on all phases.
- Carry out business analysis and recommend creative approaches to complex IT problems.
- Evaluate new ideas and opportunities objectively and on the basis of technical expertise and experience and provide feedback and recommendations
- Deal with complex, escalated problems in a timely manner, making decision on best resolutions drawing on industry standards and best practice in the related technical disciplines
- Develop and propose new or improved operational processes and help to implement
- Maintain a comprehensive knowledge and awareness of current technologies, best practices and legislation that apply to the authority's information and information systems and apply this to decisions and forecasts associated with the IT strategy
- Ensure a systematic and analytical approach to problem solving is adopted across the team
- Review projects, learn lessons from successes and problems and decide on changes to ensure future success

Commercial Awareness and Management
- Appreciate the importance of, and work within commercial constraints, maintaining an awareness of market solutions and developments
- Apply to solution design and system maintenance a thorough understanding of the costs of IT (project and "lifetime") and calculate the costs of operational IT services, working to minimise these within the Council's systems architecture
- Work with a diverse range of service heads to provide complex technical and financial information for business cases and requirements and project specifications, ensuring all resource implications and risks are considered in order to deliver on time and within budget
- Manage contracts – including regular liaison and negotiation with providers and performance management – for the supply of IT products and services
- Highlight possible areas for income generation or cost savings
- Routinely benchmark costs against market rates
- Contribute to budget setting
- Assist in negotiating contracts with customers and/or suppliers

Customer, Client and Vendor Relationship and Management
- Provide high quality highly technical support and advice to a diverse range of businesses prior to and during the implementation of new information and communications technology solutions, dealing tactfully with key stakeholders where requirements are not in alignment with agreed strategic objectives to ensure a positive outcome.
- Provide advice to business clients across the authority in order to deliver projects that achieve their business objectives in an ever changing technical and business environment
- Identify influencers and decision makers and actively build and maintain good working relationships with them
- Maintain an up to date knowledge and understanding of the customer's (departments, services) structure, policies, operations and requirements – even where these are complex and transient – in order to recommend innovative solutions to enable the authority to achieve its goals
- Ensure high standards of professional behaviour in dealings with clients, colleagues and staff
- Taylor service to suit customers' needs while maintaining industry good practice
- Represent the department/authority at internal meetings
- Deal firmly with customers when appropriate without causing unnecessary confrontation

Communication Skills
- Facilitate the analysis and re-design of complex business processes, and articulate potential changes to business processes clearly, both orally and in writing.
- Influence colleagues and others to accept major organisational change
- Work to enhance the reputation of the team and division
- Expertly present complex, diverse technical issues, processes and solutions both orally and in writing to a wide range of audiences
- Convince and influence through debate and diplomacy
- Display good inter-personal skills at all levels of contact and in a wide variety of situations, demonstrating the ability to listen and influence, and to empathise with customers
- Facilitate discussions surrounding disagreements and negotiate a way forward.
- Make persuasive presentations internally
- Debrief and feedback sensitively giving constructive criticism whilst maintaining motivation
- Support and lead effective communications within the team and wider division

Team Working and Leadership
- Demonstrate behaviours commensurate with the level of the post, acting as a senior member of the team, motivating and supporting colleagues and more junior members of staff.

- Lead small, temporary teams of staff (up to 5) to handle complex or high impact problems or projects, taking responsibility for the quality of the work produced and delivery to timescales
- Guide and direct others – drawing on own technical expertise and experience – in the implementation of system interfaces and the use of relevant tools, standards and techniques
- Achieve results through effective team leadership and through the planning, control and formal review of complex and diverse IT projects and work programmes
- Monitor performance of others on a regular basis and provide expert technical advice and support to improve wherever necessary
- Deploy and develop strong interpersonal and negotiating skills to secure positive outcomes for the team, business and Council.
- Identify, through appropriate early warning mechanisms, when projects are failing or likely to fail and intervene and assist to prevent problems

Grade: ME15

Operating at Salary Grade ME15, post holders will be expected – in addition to the duties set out at Salary Grade ME13 – to take responsibility for significant projects that are diverse and complex in their nature, that is to say projects that span a range of businesses and systems, require a high level of expertise and experience across a range of technical disciplines and with a significant impact on services.   The work of the post holder will involve the supervision and management of staff involved with these projects, not all of whom will be either junior or technical – their influencing skills will therefore be well developed and consistently applied.   The role will involve direct accountability for the on-going maintenance and improvement of a suite of major council resources – IT systems – that are deemed business-critical to a range of services. The post holder will be required to operate in a more challenging environment, dealing directly and autonomously with competing priorities and needing to respond innovatively and positively to complex technical challenges that change rapidly.

MAIN DUTIES AND RESPONSIBILITIES *(in addition to those set out at Salary Grade ME13)*

Planning and Organising
- Lead on the development of longer term forecasts, plans and/or strategy
- Lead on planning of other cross-cutting assignment and/or projects, involving other services and disciplines as required
- Endure that project management, systems implementations and resources management is effectively linked to authority's service plans and target operating models

Thinking and Decision Making
- Forecast potential long term effects of current approach or processes and make informed decisions on alternative courses of actions or strategies
- Switch quickly between different levels of thinking to see the bigger picture and identify innovative solutions to complex problems in challenging environments
- Develop, introduce and direct the use of common methodologies, standards and approaches for data management and IT systems specification, selection and implementation, drawing on leadership, persuasion and negotiation skills to ensure these are embedded at all levels across the wider organisation.

Commercial Awareness and Management
- To work with senior managers to develop and maintain financial models and options for system upgrades and/or replacements
- Analyse total cost of ownership of systems and infrastructure, research alternatives and design and implement changes to deliver cost savings, making effective decisions to improve service delivery.

Customer, Client and Vendor Relationship and Management

- Represent the department/authority at external meetings with clients and vendors, taking decisions where appropriate on behalf of the service that impact positively on the organisation
- Maintain a comprehensive knowledge of the customer's market and benchmark IT solutions and services across other authorities to deliver best value solutions.
- Work closely with procurement to understand procurement approaches, rules and approaches in order to lead on procurement of new IT solutions
- Liaise and advise internal and external auditors on IT systems and data/information related issues and ensure effective decision making regarding, and implementation of, solutions

Communication Skills
- Represent the team at departmental management meetings, take decisions effectively on behalf of the team and ensure information is effectively disseminated across the team
- Make persuasive presentations to external, high profile audiences
- Advise senior managers across the authority on the full range of systems and technology solutions available
- Provide advanced expert technical advice to senior managers and stakeholders internally and externally and support and take decisions that represent the interests of the Authority.

Team Working and Leadership
- Form, initiate, lead and manage project teams to deliver complex, highly technical, business critical assignments and projects
- Solely responsible for recruiting staff with appropriate skills and experience – across a diverse range of disciplines, both technical and non-technical – to project teams, and jointly responsible (in conjunction with Business Systems Manager) for recruitment of permanent members of staff to the team
- Delegate tasks effectively to colleagues to maximise development opportunities and ensure timely delivery of outcomes
- Mentor and coach technical staff to develop own management and leadership competencies
- Define, agree and set performance indicators for members of the project team and manage them to meet and improve targets
- Manage other staff as allocated to work on relevant issue and/or projects
- Deputise for Business Systems Manager and/or Head of IT Systems as required

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Education and Qualifications

Grade	Professional/technical qualifications expected
ME13	• ITIL Practitioner • Educated to degree level in IT or equivalent experience • Agile practitioner or equivalent experience • Project management (PRINCE2) or equivalent experience • Working towards Chartered IT Professional (CITP) qualification or equivalent experience
ME15	• Programme management (MSP) or equivalent experience • CITP qualified or equivalent experience

Experience

Grade	Experience
ME13	• Working in a large, complex organisation with a diverse range of business units • Direct liaison with and stakeholder management across a diverse range of business units and stakeholders. • Managing small to medium sized complex and diverse technical projects and assignments • Supporting and implementing complex IT systems • Leading small project teams • Inputting to and supporting the development of IT plans and strategies • Identifying, securing commitment to and delivering innovative improvements to services through the application of IT • Establishing effective change control mechanisms • Business continuity planning

	• Technical options appraisal and identification and design of innovative solutions to complex technical problems • Contract management and regular liaison with and negotiation with suppliers • Developing strategies and plans for a major business system • Supporting the development and improvement of standards.
ME15	• Full project cycle management, including inception, design, initiation, delivery, closure and evaluation • Managing significantly sized complex projects that span a range of disciplines, including formation and direct management of project resources and teams (sized 5 or more) • Effective change management • Performance management (individuals, suppliers, systems) • Strategic planning and control in relation to systems, resources, maintenance • Developing strategies and plans in relation to IT systems (more than one) • Independently developing and introducing methodologies, standards and protocols that improve productivity and systems/business resilience • Recruitment and staff management/development

Knowledge

Grade	Knowledge
ME13	• Detailed knowledge of diverse range of information systems and advanced technical expertise across more than one discipline within a large complex organisation. • Systems architecture • Risk management • Contract management • Performance monitoring and management • Business process improvement • Budget setting and control • Comprehensive knowledge of market solutions and development in a given business area
ME15	• Advanced technical expertise across a suite of disciplines and specialist expertise outside of the council. • Scenario planning and modelling to future proof solutions • Comprehensive knowledge of the market in a number of business areas. • Procurement • Resource planning

Skill

Grade	Skill
ME13	• Excellent and proven communication skills – ability to communicate effectively on a range of complex techncial issues to diverse audiences • Leadership and team working

	• Excellent customer management, including the ability to interpret and maintain awareness of business needs • Effectively supporting colleagues and teams through change • Prioritise own work and that of others to meet deadlines • Respond to changes effectively and quickly • Proven analytical skills, including root cause analysis • Problem solving • Training, developing and motivating others • Influencing and negotiating with peers • Commercial acumen • Contract negotiation for the supply of IT products and services • Advanced negotiating and influencing skills, and the ability to exercise tact and diplomacy with senior stakeholders and peers
ME15	• Proven ability to manage complex and significant organisational change • Interpreting and translating high level strategic objectives into tangible delivery and project plans • Manage a portfolio of projects, with potentially conflicting deadlines • Advanced analytical skills • Delegation • Mentoring and coaching

Understanding

Grade	Understanding
ME13	• Extensive understanding of the technical performance of IT products and the interworking of hardware, software and network system components • Expert understanding of web technology and client/server architecture principles and design • Comprehensive understanding of business process improvement, benefit and risk management, and software development, testing and implementation lifecycle • Effective use of resources and value for money – actual costs of IT • Good understanding of organisation culture, body language and personal impact on others • Understand business requirements for 'availability' / service performance.
ME15	• Comprehensive understanding of IT procurement approaches and vendor management • Thoroughly familiar with the complex inter-relationships of IT services and products delivered and the tools, methods, procedures, equipment and software used in the operation and management of IT service

Aptitude

Grade	Aptitude
ME13	• Creativity and innovation in delivery of technical solutions across diverse disciplines

	• Ability to develop and deliver technical solutions in a changing environment and adapt work programme and projects accordingly to meet objectives • Mediate between stakeholders to secure agreement and clarify requirements and solutions • Operates as a senior member of the team, modelling management behaviours • Alert to income generation opportunities • Accountability for own work • Motivated, able to work independently, self-learner • Resilience
ME15	• Working in a high pressure and rapidly changing environment but remaining focused on delivery and adapting solutions to meet changing needs. • Work innovatively in challenging situations across diverse disciplines and under tight resource constraints

Special Requirements for specific roles

Grade	Developers/programmers
ME13	• Experienced with SOA development principles and implementation • Experienced developing SOAP and/or REST web services using Microsoft .NET • Extensive knowledge and experience of Internet application development including ASP.NET, C#.NET, HTML, CSS, JavaScript, jQuery, AJAX, JSON, XML.
ME15	• Experience in installation & management of TFS and code management
	Database Developer/Administration
ME13	• Formal and practical knowledge of relational databases—Oracle Database, SQL Server, Progress, INGRES • Provide Data architecture design, entity/realational mapping • Data Quality Custodian • Analyzes requirements, designs and develops data and ETL • Data migration, replication, synchronisation, integration.
ME15	• Extensive knowledge and experience of Business Intelligence, Analysis Services, Integration Services, Data Mining and SOA • SQL server analysis services
	Geospatial and Information Asset Administration
ME13	• Proficient in geospatial data and variables manipulation, process attribution and analysis • Data manipulation and management to national standards • Data/Gazeteer/Street Naming Custodian • Accountable for maintaining data consistency and quality to UK and European standards
ME15	• Extensive technical knowledge and experience in managing and maintaining high quality standards in geospatial information. • Define and communicate strategic direction and key benefits for effective management of geospatial and information assets