

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL**JOB DESCRIPTION**

Job Title: 3rd Line Support Analyst	Grade: 9
Directorate: Chief Executive	
Service: Technology Services	Business Unit: Technical Delivery
Post No:	JE Ref:
Date of Issue: April 2024	
Responsible to: Technical Delivery Manager	

Main Purpose of Job:

This post is working at a senior technical level within the Technology Services department.

The post holder will deliver efficient and effective third line support and administration for all Council technology hardware, software/applications, and networking. Providing users with software, training new staff and providing first-class support via telephone, Teams, and emails.

The post holder will provide day-to-day operational management and administration of the Council's technical infrastructure, including Microsoft 365, Cloud Platforms, Telephony, Cyber Security, and connectivity.

Main Tasks/Duties/Responsibilities

- Provide technical support and troubleshooting for technology related service requests and issues escalated from the 1st and 2nd line support teams.
- Implement, manage and maintain the Council's Cloud Technologies environments, including Microsoft Azure, Microsoft 365 and others, ensuring optimal performance and security.
- Configure, manage, and troubleshoot modern networking technologies.
- Troubleshoot and resolve support issues, including hardware and software installations, configurations, and upgrades.
- Ensure hardware and software are kept up to date and in line with the suppliers road map, actively arranging and managing upgrades as necessary.
- Provide operational management and administration of the Council's technical infrastructure.
- Design, deploy and manage the Council's cyber security toolsets.
- Documenting solutions and keeping support documentation up to date
- Working with the project teams to on-board new solutions.
- Communicate effectively with end-users to gather necessary information and provide timely updates on issue resolution.

- Collaborate with colleagues across the Technology Services area to escalate and resolve complex technical problems.
- To lead in the disaster recovery plan; ensuring all back-up/replication and recovery arrangements are in place.
- Work with third parties, technical leads and stakeholders.
- Ensure that when processing personally identifiable information, that the resulting datasets are compatible with the original collection purpose and that all aspects of the Data Protection Act (2018) and General Data Protection Regulations are adhered to.
- Work outside normal office hours when the occasion demands, both scheduled and unscheduled.
- Take an active role in the Council's defence to cyber security, promoting and implementing security best practice and defence-in-depth.

General

- To actively and personally promote the achievements and values of the Council, both within your Service and elsewhere.
- To ensure that the council complies fully with all legislative requirements arising from or related to your Service, including Health and Safety, Data Protection and Freedom of Information.
- To ensure that your service complies with the council's Data Quality Policy (with regard to all relevant data as appropriate).
- To actively participate in the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your Head of Service.
- To be proactive in your own personal and professional development, updating your knowledge and skills by appropriate means as agreed annually through the council's Performance Appraisal Scheme.
- To ensure that the principles of equality of opportunity are fully integrated and actively pursued within all areas of the council's service provision and employment policies, practices and procedures.
- To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Disability Discrimination Act.)

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.