

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

Job Title: Technical Change Analyst		Grade: 10
Directorate: Chief Executive		
Service: Technology Services	Business Unit: Change Delivery	
Post No:	JE Ref:	Date of Issue: April 2024
Responsible to: Change Delivery Manager		

Main Purpose of Job:

This post is working at a senior technical level within the Technology Services department. It is primarily responsible for the technical development, support and operation of the Council's technology solutions.

The post holder will also lead the technical management of the Council's line of business applications, corporate databases, and cross-system data integrations.

The post holder will ensure that the application estate, supporting software (where appropriate), in-house developments and associated end-user and customer facing applications/systems operate reliably, to fully supported standards, ensuring the confidentiality, integrity, and availability of the Council's systems.

Main Tasks/Duties/Responsibilities

- Perform as the technical specialist to support and develop the Council's application and technology environments.
- Design and develop bespoke technical integrations and systems.
- Manage, maintain, and optimise the Council's corporate databases and associated hardware.
- Support the Technology Services team in the resolution of incidents and service requests.
- Provide escalated support for applications and line-of-business applications.
- Maintain technical documentation to support normal operations, resolve common issues and recover systems in the event of failure.
- Provide technical expertise to enable the development and correct application of operational procedures in relation to application environment, including the automation of tasks where effective and efficient methods exist.
- Carry out application build and test processes in coordination with suppliers and Technology Services colleagues, evaluating any risks to the integrity of application environment including availability, performance, security and compliance.

- Contribute to the development, testing and operation of business continuity and disaster recovery plans for the application environment, ensuring that all necessary measures to support the continuity of systems is co-ordinated with the appropriate business owners and other specialties within the ICT Service.
- Support programmes of change across the council.
- Contribute towards the development and application of the Council's information security policies, with particular focus on how these can be supported by line of business applications and supporting software.
- Produce and interpret statistical information (e.g. performance of equipment, infrastructures, utilisation of resources etc.) to ensure SLA and Council business objectives are met.
- Maintain and develop extensive technical knowledge in relevant areas.
- Act as the Council's contact point for external solution providers.
- 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 to meet emergency situations.
- 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.