

PERSON SPECIFICATION

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

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
ACADEMIC / VOCATIONAL QUALIFICATION	A degree level/professional qualification in a discipline relevant to this post (such as Information Technology, development, databases) or significant equivalent experience.	✓		A/D
	ITIL 3 / 4 Foundation & Intermediate Certifications		✓	A/D
	ISO27000 Awareness Information Security Management Principles Data Protection Foundation		✓	A/D
	Ability to demonstrate continuous professional development within field.	✓		A/D/I
RELEVANT EXPERIENCE	Experience as the lead for technical integrations and operations, ideally within a large organisation.	✓		A/D/I
	Experience in a relevant application support function, ideally within a local authority context.	✓		A/D/I
	Experience of developing bespoke software solutions using structured methodologies to meet business needs.	✓		A/D/I
	Administering a complex application environment with multiple interdependencies.	✓		A/I
	Administering complex databases environments dealing with sensitive personal data.	✓		A/I
	Working technical specialists to inform the delivery of appropriate controls relating to the application and wider ICT environments.	✓		A/I
	Experience of supporting (potentially) non-technical users to resolve complex requirements and issues.	✓		A/I
	Experience of working with a small team of technical specialists, providing support and advice, mentoring less experienced members of staff and maintaining productive relationships.	✓		A/I
	Competent in the use of ICT and awareness of specialist technical tools which can assist with service delivery activities.	✓		A/I
	Developing and delivering potentially complex information to varied audiences and any		✓	A/I

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
	associated procedure/guidance notes to a high standard.			
SPECIALIST KNOWLEDGE	Working with local authority line of business applications, in particular (but not limited to) the Northgate Revenues and Benefits suite of applications and associated services.	✓		A/I
	Working with third party suppliers to resolve complex issues or needs.	✓		A/I
	Using tools and systems such as SQL, APIs, scripting, data transfer tools, etc.	✓		A/I
	Working with cloud based applications and service providers.	✓		A/I
	Effectively performing analysis, specification, design, development, testing and implementation of bespoke solutions, tailored to the organisation's needs, for desktop, web and (non-visible) service type applications.	✓		A/I
	Techniques for integration of complex systems using a range of methods.	✓		A/I
	Significant and well developed knowledge of database management systems, including their administration, maintenance, optimisation and reporting tools.	✓		A/I
SPECIAL CONDITIONS	To be able to work evening and weekends when the work demands, in order to meet statutory deadlines and other service needs.	✓		A/I
	Willing to undertake relevant professional development where required, which may travel and overnight stays.	✓		A/I
	Access to a vehicle suitable for business use and a full driving licence.	✓		A/I/D
OTHER	Highly motivated and robust under pressure.	✓		A/I
	Communicates information clearly, accurately, positively and in a timely manner.	✓		A/I
	Ability to prioritise own workload, working autonomously to meet customer needs.	✓		A/I
	Able to bring energy, vitality and challenge to the team. Aspire to be better and exceed expectations and promote a positive 'can do' attitude.	✓		A/I
	Demonstrate high standards of personal and professional conduct and be a role model to others.	✓		A/I

Key:

A = Application
 I = Interview and /or Test
 D = Documentation