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Technical analyst – job description

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Keywords

[WARP, Job description]

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JOB DESCRIPTION

Designation of Post TECHNICAL ANALYST

Date Prepared: <insert date>

1 Year secondment or fixed term contract Salary Level £ 25K Inc <replace with offered salary>.

JOB PURPOSE

- Responsibility for providing a technical support, development, administrative and technical research service to the <insert WARP name> WARP project;
- Provision of the above services both internally and to the external customer;
- The post is fully flexible within the <insert WARP name> project and the post holder may also undertake all duties of the other staff in the team. Allocation of duties will be dependent on workloads and available expertise;
- Act as the project's lead officer for specified areas of professional competence where appropriate and as directed.

MAJOR TASKS

1. Understand and comply with the <insert WARP provider name> Equal Opportunities Policy, ensuring its practical application in relation to workplace and service delivery
2. Uphold and comply with the statutory provisions of the Health and Safety at Work Act 1974 and any other relevant legislation or <insert WARP provider name>'s Policies and Procedures relating to Health and Safety at Work. Being aware of and adhering to other computer and information related legislation including the Data Protection Act, Computer Misuse Act, Regulation of Investigative Powers Act and Freedom of Information Act.
3. Promote and comply with Corporate and <insert WARP provider name> policies related to IS/IT provision
4. Provide comprehensive and efficient support, consultancy and development advice to users of the <insert WARP name> WARP services, including:
 - planning, design, implementation, compatibility, and support;
 - documentation development, issue and maintenance;
 - research, supply and installation;
 - security advice;
 - performance and quality standards specification and assistance in achievement of same;

- review and assessment, in its broadest definition, of developments in the above services;
 - assess training requirements for client managers and staff. Develop and provide training as appropriate.
5. Develop and ensure that comprehensive customer focused monitoring reports are available to clients using the above services, to include recovery/enhancement proposals.
 6. Assist in setting and achieving <insert WARP name> quality and performance specifications.
 7. Ensure effective work planning, management and control in the delivery of the above tasks .
 8. Represent and promote the project effectively and identify and assist in securing potential new markets where appropriate.
 9. Provide day to day training and skills development to other staff in the team.
 10. For the above services keep abreast with current and pending information technology developments. Review and thoroughly assess developments/opportunities and advise <insert WARP name> management and clients as appropriate.

JOB ACTIVITIES

1. Develop, prepare and operate 'best practice' policies, systems, and procedures (within <insert WARP provider name> policies, standing orders and financial constraints) in order to promote effective and efficient customer service.
2. Understand and adhere to relevant ICT related legislation and personal responsibilities under the legislation.
3. Thoroughly test out new/modified systems and obtain customer satisfaction sign-off.
4. Prepare and publish efficient and customer focused systems documentation.
5. Provide Clients with a first line support service in the event of electronic attacks, in conjunction with other units and agencies.
6. Prepare information security advisories and briefings.
7. Research and report on information security, electronic attack and other related topics as directed.
8. Participate in the training and development of the <insert WARP name> Team.
9. Prepare and undertake customer and staff training as appropriate.
10. Maintain accurate records of the time spent on all elements of work in order to ensure correct charging of time to the work and the Client, and to contribute to a corporate repository of data that can be used for reference and estimating purposes.
11. Design, develop and update web based systems and services.

12. Be aware of the contents of any Business Continuity Plans for <insert WARP name> and customers, and be able to contribute to their implementation in conjunction with others.
13. Prepare financial estimates for work.
14. Produce, maintain and manage simple project management documentation.
15. Prepare comprehensive customer progress/status reports, including recovery proposals as appropriate.
16. Liaise with external bodies and others in order to keep abreast of developing and changing IS/IT technology. Advise customers as appropriate.
17. Attend user group meetings as appropriate.
18. Undertake project related and general administration for the team.
19. Prepare reports and correspondence as required.
20. Prepare meetings and groups, taking minutes for meetings and groups as directed.
21. Undertake small development and research projects as directed.
22. Undertake other duties commensurate to the post as directed.

Responsible to; WARP Operations manager

Responsible for ; Temporary and casual staff as required