**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Technical Analyst (Packaging Specialist) | **Grade**:  PO1 – PO4 |
| **Section:**  IT | **Directorate:**  Resources |
| **Responsible to following manager:**  Technical Analyst Manager | **Responsible for following staff:** |
| **Post Number/s:** | **Last review date:**  December 2021 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

Sharing responsibility for the Release Management and Deployment Management ITIL functions. Packaging applications for release and deployment into the production environment. Liaising with other members of the IT department, internal customers and suppliers in order to achieve the desired results. Prioritising and managing the packaging workstream.

To take responsibility for any requests, incidents and/or problems regarding application packaging, or those returned from other support groups, and carry out adequate troubleshooting to effectively resolve individual incidents or identify underlying problems co-ordinating activities between 3rd parties, customers and other support teams as necessary**.**

**Specific Duties and Responsibilities**

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| 1 | Receive, analyse and progress any requests or incidents regarding application packaging in line with established systems and procedures, ensuring that all customers are dealt with in a speedy, effective, efficient and courteous manner keeping them informed as to the progress. Liaise with other IT teams and third party suppliers as necessary and assign tasks to colleagues to ensure software is packaged in line with service requirements. |
| 2  3 | Assist in delivery of applications to projects with tight deadlines and coordinate the UAT process between packagers and end users.  Be responsible for the discovery process of applications in use within the SSA, ensuring accurate information is recorded detailing vendors, product versions, licencing, business owners, senior users & departments. Continually improve the packaging approach & methodology, be responsible for maintaining the software repository including detailed documentation on applications, and their status in the packaging life cycle. Contribute to the Knowledgebase, including how to guides and progress notes that track software install versions & upgrades in line with Release Management and troubleshooting documentation to assist Incident Management. |
| 4 | Share responsibility for software packages being available for the production environment. This will include making sure that packages and task sequences are available and maintained on tools such as Microsoft’s SCCM and Flexera AdminStudio for all software which can be deployed remotely. |
| 5 | Ensure that all work is carried out to IT’s agreed service levels and standards. Challenge and improve operational processes and conform to the Council’s guidelines, standards, policies and procedures. |
| 6 | Be familiar with systems, processes, reports etc. used within your section and, where necessary, providing training and assistance on these. |
| 7 | Ensure good communication at all levels and make sure that all advice, guidance and other information given to customers or other stakeholders is accurate and appropriate. |

**Progression Criteria**

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| **PO1** | Prioritises own workload with minimum input from colleagues or the Technical Analyst Manager.  Fully conversant with the functionality of standard desktop operating systems and application software and able to provide accurate and pertinent support in relation to that software.  Sufficiently conversant with the current infrastructure, security and environment to enable accurate diagnosis and resolution of routine problems with or without the involvement of other support teams within IT. |
| **PO2** | Prioritises own workload.  Fully conversant with the functionality of standard desktop operating systems and application software and able to provide accurate and pertinent support in relation to that software.  Conversant with current infrastructure, security and environment to enable accurate diagnosis and resolution of non-routine problems with or without the involvement of other support teams within IT.  Will be a regular attendee at the weekly Operational Meeting. |
| **PO3** | Prioritises own workload, along with that of more junior members of staff.  Fully conversant with the functionality of standard desktop operating systems and application software and able to provide accurate and pertinent support in relation to that software.  Conversant with the SSAs infrastructure, security and environment and able to diagnose non-routine problems without further support and to record diagnostic information in a format that allows it to be passed on to other support colleagues who might become involved.  Will automate and write scripts for solutions and routine support activities or create images and task sequences for hardware builds and software installations when appropriate.  Is proactive in assisting colleagues throughout IT, will be a regular attendee at the weekly Operational Meeting.  Will occasionally deputise for the Technical Support Manager. |
| **PO4** | Prioritises own workload, along with that of more junior members of staff.  Has achieved the above levels of competence and demonstrates the ability to quickly understand new software and functionality added to existing software and to explain that functionality and its use to users without supervisory support.  Has a good general knowledge of all software used by the Council.  Conversant with the SSAs infrastructure, security and environment and able to diagnose non-routine problems without further support and to record diagnostic information in a format that allows it to be passed on to other support colleagues who might become involved. Reassures users by taking full ownership of problems through to conclusion.  Will automate and write scripts for solutions and routine support activities or create images and task sequences for hardware builds and software installations when appropriate.  Makes a major contribution to efficiency by identifying actions that can be taken to reduce the number of calls being made to the Service Desk.  Is proactive in assisting colleagues throughout IT, will be a regular attendee at the weekly Operational Meeting.    Regularly deputises for the Technical Support Manager. |

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

* Post-holder will take on responsibility for the co-ordination and work prioritisation of more junior members of the team, including IT Apprentices and/or Work Experience students.
* There will be an ongoing requirement for flexible working hours, especially with regard to project work such as moves and equipment refreshes.
* It will be necessary for the post-holder to move and install equipment, and as such they will be expected to attend manual handling training and adhere to Health and Safety good practices.

*The duties and responsibilities outlined in this job profile are indicative of the role,*

*however, they are not exhaustive and may be subject to change.*

*In addition, you will be required to undertake other reasonable duties as directed by your manager.*

**Person Specification**

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| **Section:** IT | **Directorate:** Resources |
| **Responsible to:** Technical Analyst Manager | **Responsible for:** |
| **Post Number:** | **Last Review Date:** December 2021 |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | | **Assessed by**  **A**  **&**  **I/ T/ C (see below for explanation)** | |
| **Knowledge** | | | |
| Microsoft Services and the major cloud providers and how they integrate with business applications on a Windows OS | | A/I/T | |
| Incident, Problem, Change and Release Management processes within a structured Service Management, ITIL or equivalent environment. | | A/I | |
| Understanding of Project working and methodologies such as Prince 2 and/or Agile. | | A/I | |
| Knowledge of Microsoft Azure, SharePoint, Group Policies, O365, Active, Oracle, Autodesk, Adobe | | A/I | |
| Strong understanding of Application Packaging creating MSI packages with standards & customizations using Install shield AdminStudio and performing QA | | A/I | |
| **Experience** | | | |
| Supporting of software and hardware installations | | A/I/T | |
| Supporting Windows operating systems from Windows 10 to the latest releases | | A/I/T | |
| Supporting and administering MS windows server/Active Directory. | | A/I/T | |
| Creating Transforms MSTs and modifying vendor provided executables using AdminStudio & Tuner | | A/I | |
| Detailed knowledge and experience in using in SCCM to create, deploy and monitor applications, including builds & task sequences. | | A/I | |
| Application Virtualization knowledge of creating applications in AppV for both Windows OS and RDS and understanding the use of connectors | | A/I | |
| Troubleshooting of VPN, IPV6 related to software and network licencing and Applocker | | A/I | |
| Writing custom actions, using PowerShell, VB Script and batch files | | A/I | |
| Understanding how to validate applications according to the ICE rules using ORCA, Install shield. | | A/I | |
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| A proven track record of delivering high quality IT support within a 1000+ user, multi-site environment, with a demonstrable track record of high achievement within defined Service Level Agreements. | | A/I | |
| **Skills** | | | |
| Ability to absorb complex technical information and communicate effectively at all levels to both technical and non-technical audiences. | | A/I/T | |
| Ability to troubleshoot complex IT problems. | | A/I/T | |
| Conveying information and arguments clearly, improving understanding and fostering engagement and support. | | I | |
| Excellent customer service skills. | | A/I | |
| **Qualifications** | | | |
| Track record of educational achievement in IT related disciplines including ITIL foundation certificate. | | A/C | |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**