

Senior ICT Analyst

Job Description

Responsible to:	Head of ICT
Responsible for:	N/A
Hours of Work:	40 hours per week, generally worked within office hours, Monday to Friday. Some out of hours work maybe required and as such will be reimbursed as time off in lieu or unless otherwise agreed with Head of ICT.
Work Location:	Primarily based in TBC, although may be required to work at any YMCA St Paul's Group location.

Job Purpose

As part of the ICT Team, the Business Analyst's role will be to work across all areas of the business to facilitate and introduce high quality technological solutions to issues which cause barriers for end-users leading to operational ineffectiveness.

You will work collaboratively with users to tease out operational IT issues which prevent colleagues doing their jobs to the best of their abilities. Using excellent interpersonal skills, you will have good conversations and undertake systematic analysis to precisely identify and interpret IT barriers. You will then develop proposals to remove obstacles. This will include: identifying and implementing required process changes; system applications amendments and developments: training, business information; etc. You will also be required to assess the scale, cost and complexity of the solution to create project outlines and set up timescales for delivery, once project implementation has been agreed.

The role-holder will need to be able to blend a number of project methodologies to provide bespoke plans and systems appropriate to customer needs. This will include the identification of single loop changes, double loop changes and measures for these projects to ensure their successful conclusion. You will also be required to assess the priority of a number of projects and provide input into overall program management strategies.

Working closely with other ICT staff and our 3rd party ICT support provider, you will oversee the day-to-day performance of the ICT Service Desk, ensuring a quality and professional service for all users of YMCA SPG's ICT provision. This is a wide-ranging role giving you the opportunity to widen your skill set in the area of infrastructure and applications and across all areas of the business.

The role will be customer-centric, requiring good influencing skills with a solid base of technical knowledge and capability. The role holder will be instrumental in providing new customer-based solutions and will work to uphold the high reputation and

standards of the IT Team with customers at all times. The role holder will need an adaptive technical skillset to tackle multiple technological disciplines.

Organisation Context

The vision of YMCA St Paul's group is of 'places where young people thrive and communities flourish'. Its mission is to be 'an inclusive Christian Association transforming communities so that all young people can belong, contribute and thrive'. We are inclusive of all faiths and none - we seek to welcome everyone, offer excellence in all we do, inspire hope in others for what they might achieve and strive to grow and develop both people and places.

YMCA St Paul's Group (SPG) is the largest YMCA in Europe and one of the largest providers of supported housing in London and beyond, providing a safe place to stay for over 1,200 residents each night.

As well as accommodation, education and training, the Association is focused on the transformation of communities through its Health and Wellbeing Centres, including an outdoor swimming pool and a wide range of Children, Youth and Family programmes including nurseries, after school clubs and soft play centres.

The Corporate Office is currently in Surbiton, South West London. Due to the Covid-19 epidemic ITR staff are currently working from home and commuting into SPG sites when necessary to attend meetings. This may be reviewed at a later stage when business returns to the new normal.

YMCA SPG has diverse ICT needs, spanning around across multiple sites and supporting a varied user base. The ICT Department exists to supply, support and maintain the ICT needs of the organisation. Utilising technology, we enable the association to achieve its strategic aims and empower users in their roles. Some examples again would be good to get a specific skill set in/

Duties and Responsibilities

- **Service Management**
 - Deputised for ICT Manager as required, ensuring the continuity of services and taking ownership of escalated issues.
 - Manage organisational ICT services day-to-day performance, ensuring SLAs are met, and service standards are maintained.
 - Supervise ICT Service Desk Technician and other ICT service providers' work, ensuring it is of the highest quality and aligns with organisation standards.
- **Project and Business Change Activities**
 - Using recognised project management techniques, carry out interviews, document analysis, requirements workshops, surveys, site visits and define and record business change requirements, business process

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- descriptions, workflow analysis, and scenarios to inform business application improvement activities
- Proactively engage with business and IT colleagues to maintain a portfolio of IT application services which support their business purpose and develop solutions to address any shortfalls
 - Provide additional support for line-of-business applications (housing, customer management, mobile applications, and business information); where resolution cannot be achieved by the Service Desk or ICT Technician at the initial point of contact.
 - Work on own initiative on assigned projects, and provide support to end users, or the ICT Team, where issues or tasks directly relate to the project.
 - Coordinate and design user acceptance testing (UAT) processes for specific applications implementations, and work with stakeholders and project managers to ensure new systems and services meet requirements defined in business requirements specifications (BRS).
 - Work with the Head of department's to identify strategic development opportunities for both within the department and its stakeholders.
 - To take on the responsibility of researching and assessing solutions, and presenting these to the Head of ICT.
 - Be responsible for implementing and documenting agreed solutions. Liaising with all stakeholders to ensure solutions do not conflict with other systems and that all stakeholders are fully aware of the operation of new solutions through training and provision of documentation.
- **Communication Activities**
 - Act as the liaison point between business departments, suppliers, Infrastructure and support teams to provide end to end technological solutions appropriate to user need and issues
 - Undertake business presentations to wide ranging audiences as appropriate to gather or disseminate business change information as required.
 - Encourage creative thinking and provide innovation to initiatives and concepts to improve current and future service delivery.
 - **ICT Support Services**
 - As part of the ICT Team you will have shared responsibility of overseeing the performance of the ICT Service Desk.
 - Work closely with third-party vendors and other ICT staff to ensure that issues are handled professionally, is of a high standard and resolved in a timely manner.
 - Ensure both internal ICT staff and third-party providers are conducting consistent and accurate issue logging.
 - Monitor support issues to ensure users are well informed of the status of their issue and the steps being taken to resolve it.
 - Be first point of escalation between end users and third-party support vendors.
 - Monitoring third party service provider's performance against agreed SLAs. Reporting and escalating breaches where required.

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- Proactively look for solutions to ICT issues, providing feedback/advice to minimise potential recurrences.
 - Produce regular reports and analytics on the Service Desk's performance to feed into PKIs.
 - Establish strong and effective working relationships with third-party vendors.
 - Where required supplement ICT support provider by providing support to Service Desk users. Utilising troubleshooting techniques to diagnose and resolve issues.
 - Support/Cover other members of the ICT Department as required.
 - Provide software/hardware dynastic technics to identify and resolve issues. This may at times require some physical moving of equipment.
 - Where appropriate provide advice/training to end-users on best working practices to minimise future issues.
- **System Administration**
 - Monitor the organisation's SD-WAN, highlighting any issues or security risks.
 - Where required assist in the administration of the organisations physical and virtualised servers.
 - Assist the other members of the department in the maintenance and development of the ICT network infrastructure.
 - Perform day-to-day administration of the organisation's Active Directories including Group Policy.
 - Administrate the company's Office 365 Hybrid deployment.
 - Maintain and support the organisation's VOIP networks and work with the vendor to resolved technical issues.
 - Working with vendors oversee and maintain hardware and software compliance.
 - Ensure appropriate testing and deployment of software updates is carried out to maintain compliance and minimise disruption to end-users.
 - Contribute to the development of ICT policies and procedures.
 - Update and maintain the ICT inventory.
 - Maintain and update all system documentation.
 - Provide input and insight to data architecture activities designed to improve the quality and accuracy of data and have a good understanding of the compliance activities required to meet statutory requirements imposed by DPA and GDPR.
 - **Vendor Management**
 - Support business requirements through engagement with suppliers and apply sensible negotiation skills to influence and shape successful vendor management outcomes

Staff Management

- This role does not have any direct reports, however from time to time the postholder maybe required to issue and oversee tasks to third-party engineers or volunteers where applicable.

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General – All Staff

- Attend all relevant training and development programmes.
- Attend all relevant cross departmental, and Corporate Office meetings as and when required.
- Undertake all duties with regard to the Association's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the Association.
- Respect the Christian ethos of the YMCA and uphold its values.
- Undertake any other duties as requested by line manager.

Scope and Limits of Authority

The post holder is to defer to the Head of ICT in cases that fall outside of day-to-day support issues or that have a wide impact on services.

JOB TITLE

Person Specification/Key Competences

KNOWLEDGE	
Essential	Desirable
<i>Understanding of topics relating to the post</i>	
Administration of applications including; Microsoft SQL Server, Microsoft Exchange, Active Directory Services, DFS, Group Policy. Remote Desktop Services Proven working knowledge of industry protocols including; TCP/IP, DHCP, DNS, RDP and VLANs. Knowledge and experience of VOIP systems	
<i>Required qualifications and level</i>	
	Microsoft Accreditations (MCPs) in Windows Server, AD, Exchange VMware VCP Certification v5 and above.
Essential	Desirable
<i>Experience of whatever is required for the post</i>	
Experience working in similar role managing multisite environments, administering Microsoft technologies, desktops/servers, in a busy and demanding environment. Proven experience managing virtual machine environments using VMware. Experience using Cloud based systems including Office365, Azure Services, Meraki.	
APTITUDES AND SKILLS	
Essential	Desirable
Job Specific A&S points	
Able to develop and maintain positive working relationships with others	

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Able to form non-judgemental and constructive relationships, especially with vulnerable people, whilst holding clear boundaries	
Able to produce reports and present work analytically	
Excellent communication and interpersonal skills	
Able to confront difficult situations and reconcile different viewpoints	
Able to proficiently use IT systems, including working with databases, Microsoft office, email, internet	
Good planning and organisational skills in order to manage a busy and varied workload	
Able to work unsocial hours, including evenings, weekends, and public holidays	
Able to travel to different YMCA sites	
Able to work effectively within, and successfully implement, an Equal Opportunities Environment	< Line Managers
Able to work effectively in an Equal Opportunities & Diversity environment	< All Staff
Able to respect the Christian ethos of the YMCA and uphold its values	
GDPR/DPA Data Security	

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Terms and Conditions of Employment

Salary

£ TBC per annum

Hours of Work

As on page 1

Annual Leave

Commencing at 25 days per annum plus public holidays (for five day per week workers; otherwise pro-rata).

Conditions of Appointment

Subject to satisfactory references, medical clearance, Disclosure & Barring Service check and verification of ability to work in the United Kingdom. Also required to wear staff badge, and where appropriate, supplied uniform.

Probation Period

Six months.

Continuity of Service

For those already employed within the YMCA Federation, continuity of service will be recognised for pension and annual leave entitlement, but not statutory rights.

Notice Period

One week during the probation period and then a minimum of one calendar month.

Pension

Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

Other Benefits

Free use of the health and fitness facilities; a staff discount in restaurants.