

Role Title: IT Support Analyst

**ROLE PURPOSE: To offer face-to-face and advanced helpdesk support on desktop applications, Wi-Fi, Microsoft Office, key line of business software and a number of devices which support information and reading.**

Accountabilities	Measures of success	What you need to know
<p><b>1. Teamwork</b></p> <ul style="list-style-type: none"> <li>• Participate as a member of the IT and Web team and wider central office team</li> <li>• Have a professional approach which will allow you to identify and interpret user needs through to a sustainable solution.</li> <li>• Assist with the implementation and development of the Library Service IT strategy.</li> <li>• Ability to act on your own initiative whilst being able to work as part of a team.</li> <li>• Support the IT Manager providing advice on IT strategy and other technology options to improve services.</li> <li>• Be a key part of the IT and web team ensuring that your work is effective, relevant and customer focussed for Suffolk Libraries Direct, intranet and other on line services.</li> <li>• Work flexibly to support service delivery across Suffolk Libraries.</li> <li>• Take ownership for own personal development.</li> </ul>	<ul style="list-style-type: none"> <li>- Feedback from team members/ line manager</li> <li>- Contribution to service</li> <li>- Team performance</li> <li>- Service development</li> </ul>	<p>You will have an IT qualification or equivalent experience.</p> <p>Commercially astute and business focussed.</p> <p>Good knowledge and experience of Microsoft applications and working in Azure.</p> <p>Effective communication skills across a range of contacts, including partnership and contract management.</p> <p>Experience of delivering</p>

<p><b>2. Service delivery</b></p> <ul style="list-style-type: none"> <li>• Support the delivery of the library service critical systems including the Library Management System (Spydus) and PC Booking system (Netloan)</li> <li>• Problem solving</li> <li>• Be familiar with windows operating systems, tablet and mobile devices inc eBook readers, remote connectivity and wi-fi.</li> <li>• Work with staff and managers to ensure creative and flexible use of IT to meet service needs.</li> <li>• Provide the agreed level of first line help and support using our ticket system</li> <li>• Ensure the overall quality of the service by applying policies and guidance into practice, including Equal Opportunities, Health and Safety etc.</li> </ul>	<ul style="list-style-type: none"> <li>- Service delivered within budget and to agreed targets</li> <li>- Feedback from staff and managers</li> <li>- Service delivery performance indicators</li> </ul>	<p>web based solutions.</p> <p>Experience of Windows 7, Windows 10, and Chrome OS</p> <p>Experience of tablet and mobile devices including eBook readers</p> <p>Full clean driving licence.</p>
<p><b>3. Planning and service development</b></p> <ul style="list-style-type: none"> <li>• Deliver the ICT strategy for Suffolk Libraries.</li> <li>• Support the developing online presence for Suffolk Libraries (including its intranet).</li> <li>• Research and keep up to date on developments in new technology relating to Suffolk Libraries e.g. cloud, emerging technologies, new channels etc.</li> <li>• Assist with maximising the benefit of the library management system Spydus for customers and staff.</li> <li>• Take projects through to their resolution</li> <li>• Assist in shaping service plans and business plans for Suffolk Libraries.</li> </ul>	<ul style="list-style-type: none"> <li>- Initiatives implemented</li> <li>- Take up rate</li> <li>- Customer feedback</li> <li>- IT Manager feedback</li> </ul>	<p><b>How you act</b></p> <p>Leadership – you develop and sustain the service to achieve better outcomes for customers.</p> <p>Service deliverer – You focus on delivering a service that provides great outcomes for our customers.</p> <p>Trusted Advisor – you provide advice and guidance to others that enables them to operate effectively.</p>

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<p><b>4. Communicating Effectively</b></p> <ul style="list-style-type: none"> <li>• Have excellent communication skills</li> <li>• Communicate well with fellow IT professionals, front-line Library staff and customers</li> <li>• Communicate the Library Service's vision and strategy effectively both internally and externally.</li> </ul>	<ul style="list-style-type: none"> <li>- Feedback from stakeholders</li> <li>- Effective delivery of agreed outcomes</li> </ul>	<p>Resource manager – you find ways to use the resources available efficiently and continuously look for improvements.</p>
<p>Agreed by Job Holder..... Date.....</p>		
<p>Agreed by Manager .....Date.....</p>	<p>Review due by .....</p>	