Hanover (Scotland) Housing Association Ltd

	JOB DESCRIPTION	
Position:	**ICT Software & Reporting Analyst**	
Department	**Business & Communications**	HANOVER SCOTLAND
Reports to	**ICT Manager**	
Grade:	**6**	

Purpose of Job

To provide second line support for all users of the Association's Information & Communications Technology (ICT) services, administer the core software applications, maintain the security of the data held on those systems and ensure through proactive maintenance that these systems are available to staff wherever and whenever required.

Main duties and responsibilities

1.   To install, test and maintain the core software applications used to support the Association's business processes.

2.   To ensure that all data held on the Association's ICT systems is protected at all times from misuse.

3.   To ensure that the provisions of the ICT Security Policy are adhered to by staff and third party contractors.

4.   To ensure that faults assigned by the ICT Service Desk Analyst are resolved as quickly as possible and that the resolution of the fault is accurately recorded to a sufficient level of detail on the ICT Helpdesk system.

5.   To ensure that end users are kept informed as the progress on the resolution of any outstanding faults calls assigned to the ICT Software & Reporting Analyst.

6.   To keep abreast of developments in ICT in the fields of software and security ensuring that technical knowledge and expertise is kept up to date.

7.   To review ICT software and reporting services to ensure their efficiency and effectiveness and to develop plans for managing, in a controlled way, their replacement as and when required.   This activity will involve liaising with the ICT Manager (in regard to budgets and technical requirements) third party providers (in regard to available technologies) and other interested parties.

8.   To administer and support the management of passwords and security credentials for all software systems (including Microsoft Group Policy).

9.   Generate purchase orders for ICT to a agreed value, within ICT budget requirements.

10.   To maintain and catalogue the ICT Section's software library.

11.   To administer the security credential and password management for all ICT service applications in use.

12.   To create new users and remove ex-users from the Association's ICT application systems.

13.   To create and maintain ICT instructions, procedures and documentation as required.

14.   To manage the Microsoft SharePoint environments.

15.   To monitor software versions in use to ensure they comply with support agreements and general best practice.

16.   To administer and maintain the SQL Server environments.

17.   To support and develop SQL Server Reporting Services.

18.   To participate in the 24 hour on-call support rota for the Hanover Telecare service.

19.   To administer, maintain and audit the ICT Backup systems (including off-site replication).

20.   To cover the ICT Service Desk as required by the ICT Service Desk rota.#

21.   To work at the Association's Glasgow office as required.

The above duties are the post holders' primary responsibilities although the post holder will be required to perform other ICT Section duties when needed. Also the post holder will be expected to undertake other reasonable duties as required.

Job context and other relevant information. The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.

- must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.

- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.
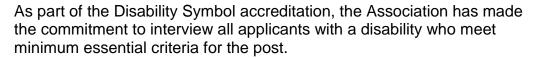
This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties

as may be required to meet the needs and responsibility of the Service and the Association.

Person Specification

Job Title: ICT Software & Reporting Analyst

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

Criteria	Essential/ Desirable
1. Skills/Abilities/Knowledge *This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.*	
• Excellent spoken and written communication skills.	Essential
• Patient and understanding manner when supporting end users	Essential
• Demonstrate a methodical approach to troubleshooting	Essential
• Knowledge of Microsoft Windows Products	Essential
• Knowledge and understanding of Active Directory and Group policy	
• Knowledge of SQL Server	Essential
• Problem solving and Report writing skills that maximize the organizations ICT Services	
• Knowledge of Microsoft Office applications	Essential
• Knowledge of Exchange & SharePoint server applications	Essential
• Knowledge of Remote Desktop Services	Desirable
• Knowledge of administering ICT Security	Essential
• Knowledge of administering ICT backup and data protection solutions	Essential

2. Experience *This section specifies the level and quality of experience required.*	
• Will have at least two years experience of providing ICT Services and applications to end-users, an understanding of reports and their lifecycle.	Essential
• Possess a good working knowledge of various software applications and to have had practical experience of working in an ICT department/section.	Desirable

3. Education/Qualifications *Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.*	
• Will have a Degree in computer related qualification supported by a sound experience of ICT systems.	Essential

4. Other	

This section specifies other factors which may be necessary.	
• A commitment to quality of service.	Essential
• An understanding of the needs to work with integrity and confidentiality.	Essential

5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential