IT Analyst Job description

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| Job Title: | IT Analyst |
| Salary | £21,648.74 |
| Hours: | 36 Hours |
| Contract: | Permanent |
| Responsible to: | Contracts, Pathways and Performance Manager |
| Location:  Reference No: | Tameside & Oldham and other areas within Greater Manchester as required  ITA01 |

Job Purpose

We are an innovative mental health charity based primarily across Tameside, Oldham and Glossop. We deliver a wide range of wellbeing services, accredited training and courses to support the local community. To meet this demand, we are now recruiting for an experienced IT Analyst to maintain and enhance our systems and equipment.

The successful candidate will have a high level of technical expertise which enables them to use systems to provide meaningful reports and work to improve business efficiency and productivity. This role will suit someone with a strong knowledge of hardware, software and programming with an investigative and methodical mind.

The Key Functions of this Post are to:

* Examine existing IT systems and business models and undertake development work where necessary
* Implement, configure and test feasible solutions to business issues
* Liaise with internal and external stakeholders to understand their requirements for system use and changes to ensure end user satisfaction
* Work closely with the Data Manager to improve and maintain reporting procedures and our contact management system
* Work with the Data Manager to plan the structure of the database and how to organise, find and display data
* Make recommendations for software, hardware and data storage upgrades
* Ensure that equipment and systems are stored securely and backed up regularly
* Ensure systems and equipment are compliant with information governance and security policies
* Keep abreast of changes to the Data Protection Act, confidentiality, GDPR and governance-related legislation and policy and advise the Management team accordingly
* Train staff and provide user guides for new or upgraded systems
* Develop the department where necessary to support the growth and diversity of the organisation
* Take personal responsibility in ensuring the work completed within the role is in line with the organisational strategic plan
* Deputise for the Contracts, Pathways and Performance Manager when required
* Carry out any other reasonable tasks as requested by the appropriate Manager

IT Analyst Person Specification

Person Specification

Experience

1. Experience as an IT analyst or a similar role
2. Experience of system management and analysis of data
3. Experience using a range of databases, data visualization software and Microsoft packages
4. Experience of researching and implementing client contact software and other similar database systems

Knowledge & Qualifications

1. Knowledge of databases, system security and emerging technology
2. A knowledge of a variety of IT systems, software and statistical data analysis
3. Knowledge of the Data Protection Act, confidentiality, GDPR and governance-related legislation and policy, to keep abreast of this and advise the Management team accordingly

Attitude & Values

1. A desire to develop monitoring and reporting processes and take on new challenges to advance the organisation’s infrastructure
2. Solution-focused, organised and analytical approach to work
3. Commitment and desire to develop with the organisation and adapt, work and train in new technologies and equipment as required

Abilities

1. Ability to structure a contact management system and use data to produce accurate and easy to understand reports
2. Ability to communicate clearly with service delivery teams around data capture points, data inputting requirements and reporting timescales/format
3. Ability to understand and interpret requirements accurately by effective questioning, listening, clarification and recording of information
4. Ability to self-motivate, work independently and use initiative to action tasks in a fast-changing environment
5. Ability to work with internal departments and external partners in developing and managing service delivery processes
6. Ability to set up and maintain monitoring systems, input and import monitoring data, sort and generate reports as required using client contact software, MS Office and paper-based monitoring tools
7. Ability to prioritise multiple and complex deadlines to ensure outcomes are met
8. Ability to explain highly technical information to non-technical colleagues using clear and simple language

