

Job Description

Job Title	Service Analyst
Directorate	Strategy and Change
Service Area	ICT
Grade	8
Competency Level	2
Salary	£46,142 - £51,356
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	NA

Job Purpose

The Service Analyst will lead on the design, documentation, and implementation of support arrangements for ICT systems used throughout the organisation. The role will also carry out business analysis activities to assist the Councils in meeting its challenging transformation programme.

Directly Responsible For:

NA



Directly Responsible To:

Senior Business Analyst

Main Areas of Responsibility:

- Designing, documenting, and maintaining ICT support packages to ensure systems and solutions meet corporate needs
- Working collaboratively with internal and external stakeholders to ensure support arrangements are compliant and meet ITIL and other standards
- Supporting the project delivery team during the project lifecycle including test and implementation phases
- Negotiating and agreeing internal and external support Service Level Agreements and Key Performance Indicators
- Maintaining the ICT service catalogue so that it contains up to date and accurate information on all systems and services delivered by ICT and external suppliers
- Carrying out a range of business analysis activities including business process mapping, requirements gathering and documentation, cost-benefit analysis and change management to support the corporate transformation programme

Supervision and Management Responsibility:

- Leading on all activities relating to implementing service support packages including the allocation and management of tasks to internal and external stakeholders
- Act as a project team escalation point for issues relating to the design and implementation of support packages

Budget and Financial Responsibility:

- Identifying areas of inefficiency and implementing solutions to reduce costs through business analysis activities and service support design
- Ensuring that external service suppliers are carrying out paid-for support functions in line with Service Level Agreements and KPI's, to deliver best value
- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 2.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Desirable

- Diploma/Degree or equivalent desirable
- ITIL V3 Foundation certification in IT Service Management
- Successful completion of an accredited Business Analysis Foundation training course
- Knowledge and understanding of PRINCE2 methodology

Experience

Essential

- Experience of working in an ICT environment (AI)
- Experience of working on ICT projects (AI)
- Experience of producing ICT service support and service transition documentation (AI)

Desirable

- Experience of enterprise architecture methodologies and toolsets
- Appropriate experience of carrying out business analysis activities relating to the implementation of ICT solutions

- Evidence of the preparation and successful submission of business analysis documentation
- Appropriate evidence of utilising a range of methods to capture and analyse customer requirements

Skills/Abilities

Essential

- A good understanding of ICT with a strong technical awareness (AI)
- Ability to work in professional and tactful manner when dealing with customers and staff (AI)
- Ability to prioritise and work to tight deadlines (AI)
- Process management, design, and implementation (AI)
- Confidence and ability to document, communicate and present complex detail in a format that is understood by all (AI)

Desirable

- Excellent inter-personal skills
- Analytical skills
- Listening skills
- Presentation skills
- Ability to undertake appropriate background research
- Ability to identify issues and challenges by using probing questioning techniques
- An assertive and innovative approach to problem solving
- Leadership and direction of peer and virtual teams

- To present a professional and competent image of the business to internal / external customers, suppliers, and other key stakeholders
- Ability to facilitate, host, and present meetings and workshops with key stakeholders
- Knowledge of techniques associated with Business Process Improvement
- Ability to work independently or with minimal supervision
- To hold an up-to-date knowledge of all ICT products and services
- Understanding of ICT change in an organisation
- Understanding of service level agreements and supplier relationships

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Focused on project delivery and customer satisfaction
- Understand and anticipate customer's needs and aspirations, owning their issues through to resolution
- Ownership of problems
- Desire to learn; improve, progress, personally and within the context of a team