

Job Description and Person Specification

Role: Network Services Analyst



Job Description

Job Title	Network Services Analyst
Grade	5
Service	Customer Services and Transformation
Reports to	Network Implementation Lead
Location	Hybrid – One Friargate \ Council House \ City Wide \ Working from Home
Job Evaluation Code	P1500D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

Responding to business requirements in the form of incidents, service requests and requests for change and responding to high priority incidents and completing major incident reports.

Defining and managing the process for deploying, integrating, and migrating network services and capabilities into the business in a way that is sensitive to and fully compatible with business operations.

To support the creation and maintenance of overall network plans to support the Council's business strategy. This includes participation in the creation of service level agreements and the planning of all aspects of network services necessary to ensure provision of services to meet such agreements.

Main Duties & Key Accountabilities

Core Knowledge

- Resolve incidents and complete service requests related to the network in accordance with defined processes and service level agreements (SLAs) and key performance indicators (KPIs).
- Maintenance of network plans, setting service level agreements, and planning the infrastructure necessary to provide services to meet such agreements.
- Produce outline system designs and specifications, and overall topologies and design documentation of technology deployed as required within the Council.
- Provide advice and guidance across network, security, server, and desktop infrastructures.
- Monitor and report on the progress of network projects, using appropriate quality assurance processes to ensure that projects are carried out in accordance with agreed standards, methods and procedures.
- Responsible for a number of key activities and determining appropriate measures of performance, both quantitative and qualitative, reflecting progress and delivery/implementation of services.
- Support senior officers to enable the financial targets within individual projects and overall programme to be met.
- Establish and maintain standards, approaches, and methods for project implementation to ensure consistency and quality.
- To work with various stakeholders including external partners, to build, maintain and promote, effective working relationships.
- Develop implementation plans for dealing with requests for change, evaluates risks to the integrity of the network inherent in proposed implementations, seeks authority for those activities, review the effectiveness of change implementation and suggest improvement.
- Support the Network Services Team in the provision of service delivery, ensuring the team shares knowledge, works flexibly.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External CityFibre Gamma Glide Fortinet Cisco	Internal UTMC team Property Development team Property Management team Major Projects team Business, Investment and Culture team Legal team
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: n/a

Person specification

Job Evaluation Code	P1500D
Knowledge	
Good understanding of relevant ICT standards	
Good knowledge of current and emerging infrastructure technologies including network, unified comms, server, desktop, and management tools.	
Good knowledge of Local Authority arena or comparable size organisation.	
Good knowledge of network infrastructure best practice toolsets and methodologies including system management tools. Coventry City Council currently have a CISCO and Fortinet infrastructure	
Good awareness resource planning and Infrastructure project planning tools and techniques.	
Good understanding of strategies and procedures across the ICT service lifecycle including configuration management, change management and release management	
Knowledge of feasibility studies, business cases and planning	
Knowledge of project management, service design and benefits realisation	
Skills and Abilities	
Need to be able to communicate by written, oral and electronic means appropriate to the relevant audiences eg Elected members, senior management, suppliers, customers,	
Good analytical, influencing and negotiating skills, ability to motivate others to consider and adopt alternative solutions	
Good stakeholder management skills (eg interpersonal / influence / negotiate)	
Able to build and maintain working relationships	
Able to demonstrate good customer awareness and customer care in the delivery of services	
Ability to deliver good quality service under pressure	
Able to review and update technical documentation	
Able to effectively prioritise own workload	
Support and champion the culture and practices of active knowledge managements and sharing	

Evidence
Evidence of planning and delivery of network projects
Evidence of setting standards and procedure across the ICT service lifecycle (including the development lifecycle)
Evidence of delivering good quality, ICT solutions to a diverse workforce
Experience of working in a customer-focused ICT organisation
Experience of delivering good service to a wide range of stakeholders (eg Elected Members, suppliers and customers)
Qualifications
Higher / further / appropriate educational qualification(s) or demonstrable equivalent experience
Demonstration of working in a CISCO or Fortinet environment
Evidence to commit to continued personal development
Special Requirements
A driving licence is essential
Provide out of hours service as required and agreed with management.
This post is exempted under the Rehabilitation of Offenders ACT 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of Police records via Disclosure and Barring Service (DBS)

Date Created	May 2018	Date Reviewed	March 2023
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