

# Technical Analyst

Directorate Chief Operating Office

Overview	
<b>Role Purpose</b>	<p><b>We are looking for a Technical Analyst to join our growing development team who will contribute to the continued success of our products and technical solutions.</b></p> <p>The purpose of this role is to support and enable the delivery of excellent customer service, improve operational efficiency, provide cost effective services, deliver relevant, timely and reliable information and to support NHG with simple, intuitive and effective technology.</p>
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>• Provide 2nd line support for all tickets logged</li> <li>• Provide plans and support for the implementation of process developments in order to ensure greater efficiency</li> <li>• Give assistance to co-ordinate with production releases using defined change control processes</li> <li>• Maintenance of all support documentation</li> </ul>
<b>Reports to</b>	Development Manager
<b>Line management</b>	N/A
<b>Date</b>	February 2019

Role relationships	
Internal	Architects, Development/Scrum Teams, Project Managers, Technical and Business Analysts, Product/Process Owners, and Business Users.
External	3 <sup>rd</sup> party solutions and service providers.

Role accountabilities

## Role accountabilities

- Provide 2nd line support for all tickets logged.
- Provide plans and support for the implementation of process developments in order to ensure greater efficiency.
- Give assistance to co-ordinate with production releases using defined change control processes.
- Maintenance of all support documentation.
- Provides correct responses to requests for support e.g. make modifications to system parameters; develop work-arounds or site-specific enhancements; reconfigure systems, changing operating procedures, training users or operations staff, and/or escalating requests to systems development staff or software suppliers.
- Ensures that systems development projects take full account of and, where necessary, correctly interface with existing systems and infrastructure.
- Designs moderately complex programs and program modifications from supplied specifications, using agreed standards and tools, to achieve a well-engineered result.
- Create, amend and keep track of programs in accordance with the design.
- Plans, designs and conducts tests of programs; corrects errors and re-tests to achieve an error-free result.
- Takes part in reviews of own work. Takes part in reviews of the work of colleagues.
- Participate in the full software development lifecycle, including agile scrum ceremonies
- Participate as a member of information technology teams, contributing to data architecture discussions, investigating the use of new development tools, and facilitating change.

## General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

## How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> <li>• Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.</li> <li>• Commercial awareness / VFM in everything people do</li> </ul>
Accountability and delivery	<ul style="list-style-type: none"> <li>• Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.</li> <li>•</li> </ul>
Service improvement	<ul style="list-style-type: none"> <li>• Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.</li> <li>•</li> </ul>
Communication and inclusion	<ul style="list-style-type: none"> <li>• Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.</li> <li>•</li> </ul>
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> <li>• Proven experience in a Technical Analyst role providing support to end-users</li> <li>• Proven experience of complete Application Development / Support using C#, .NET / VB.NET and other Microsoft Technologies.</li> <li>• Strong programming language experience using PowerShell.</li> <li>• Proven experience of developing bespoke applications and also supporting third party products.</li> <li>• Proven experience in application changes / configuration.</li> <li>• Proven experience of MS SQL Server management / SQL Development, including (but not limited to) design and development of Databases, Stored Procedures, Triggers and Functions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of requirements analysis and solution design using Object Oriented methodologies.</li> <li>• Demonstrated knowledge of software tools, documentation process, and development process.</li> <li>• Experience using Microsoft Azure / Azure for DevOps.</li> <li>• Demonstrable experience working in an Agile / Kanban environment.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• C#</li> <li>• .NET</li> <li>• VB.NET</li> <li>• Azure for DevOps (VSTS)</li> <li>• PowerShell</li> <li>• SQL Server 2012 and 2014</li> <li>• Object-Oriented methodologies</li> <li>• Atlassian suite of applications i.e. Confluence, Jira, Lucid Charts</li> <li>• Agile techniques such as SCRUM</li> <li>• Excellent organisational and analytical abilities</li> <li>• Outstanding problem solver</li> </ul>
Qualifications and/or professional membership	<ul style="list-style-type: none"> <li>• Bachelor's degree in Computer Science, Computer Engineering or relevant field. (Master's degree preferred)</li> </ul>

Role requirements	
Data and information processing	<ul style="list-style-type: none"> <li>• Information/Data User (all staff)</li> </ul>
Data protection role	<ul style="list-style-type: none"> <li>• Information Asset Owner</li> <li>• Information Asset Administrator</li> <li>• Information Champion</li> <li>• Data Owner</li> <li>• Data Steward</li> <li>• None</li> </ul>