

JOB DESCRIPTION

Job Title:	Systems Analyst
Salary:	£24,000 -£28,000 (£30,000 - £35,000 FTE)
Hours of work	Part time hybrid (28 hours per week)
Location:	Redhill
Responsible to:	Head of Central Services (HoCS)
Responsible for:	IT Apprentice Manage relationship with external IT support provider
Job Purpose:	<p>The role holder will ensure that business systems, infrastructure and processes are functioning as effectively and efficiently as possible. They will support colleagues to improve their knowledge and use Microsoft Office 365 (O365) and SharePoint/Teams and support with identifying new technologies that will enhance service delivery to YMCA customers.</p> <p>To review and replace business systems as YMCA East Surrey enters the next phase of digital transformation of integration of systems, cloud telephony and a business intelligence tool. This role will be an integral part of the transformation and onboarding new systems.</p>
Main Responsibilities:	<ul style="list-style-type: none"> • Colleague support and triage of O365 and SharePoint issues. • Train and support colleagues to maintain the SharePoint Intranet. • Train and support superusers across the different O365 business systems • Assist and lead the efficient delivery of ICT driven projects across the business through collaboration with internal and external partners/stakeholders. • Lead on the specific project of procuring and rolling out a new VoIP system across the whole organisation. • Assist in the analysis of existing systems, identifying options for potential solutions and assessing them for both technical and business suitability. • Working closely together with the Senior Management Team and our IT Support Provider to ensure the technical viability of solutions. • Designing and overseeing test specifications and conducting rigorous testing before rolling out live systems • Support the Senior Management Team to determine budgets and time frames for implementation of proposed solutions. • Ensure system compliance with GDPR and follow the organisations Data Protection procedures relating to confidentiality. • Ensuring that implementation IT projects remain within agreed-upon budgets and time frames. • Identifying and managing IT risks and issues that impact business outcomes • Training users and creating instruction manuals for new or improved O365 systems • Researching and evaluating emerging technologies, including both hardware and software to improve efficiency and effectiveness of existing processes. • Support managers to measure levels and activities and outcomes by collating data from different systems to demonstrate effectiveness and impact across all service areas. • Attend system user groups and share learning and best practice.

- | | |
|--|--|
| | <ul style="list-style-type: none">• Advise on IT solutions and software for the development of new sites and projects.• Attend contract review meetings with IT Support Provider, to help the HoCS to monitor their performance and resolve and contractual issues that might arise• Take responsibility for all IT hardware, to issue new equipment and to put in place arrangements for maintenance, repair and replacement where necessary and support maintenance of up-to-date asset register• Take responsibility for drafting and reviewing relevant IT policies.• Put in place the required systems and processes to achieve and maintain Cyber Essentials accreditation.• Manage all relevant software licences including O365 licences.• To produce monthly reports for senior management and to prepare proposals for new software where required.• Use Office applications such as Forms and Power BI to produce tools to help managers collect data and monitor and report on performance.• To undertake such other tasks as may be allocated from time to time within your capabilities by the HoCS and CEO.• Any other duties are required to be performed within the grade and remuneration of the role. – this is mandatory• We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. This role will require an enhanced DBS disclosure (with barred children/vulnerable adults). We require you to understand and demonstrate this commitment and attend any required training |
|--|--|

PERSON SPECIFICATION: IT Systems Analyst

		Essential	Desirable	How measured (application, assessment, interview)
Qualifications, Education & Training:				
	Educated to level 5 in IT or equivalent demonstrable work	X		Application and certificates
Experience				
	O365 and SharePoint – significant working knowledge and use of all key Microsoft O365 applications will need to be demonstrated	X		Application and certificates
	Understanding Demonstrable experience of cyber and information security requirements	X		Application and certificates
	Demonstrable Experience in Power BI or similar		X	Application and certificates
Abilities, skills and attitude				
	Ability to work autonomously and flexibly	X		Application/Interview
	Demonstrable experience in managing, motivating and leading a staff team	X		
	Creative thinking to develop new and innovative solutions	X		Application/Interview
	Strong business analyst skills to accurately determine business requirements	X		Application/Interview
	Pro-active and self-motivated	X		Application/Interview
	Excellent problem-solving capabilities, with an analytical and creative approach	X		Application/Interview
	Methodical approach and excellent attention to detail to ensure the development and implementation of effective solutions	X		Application/Interview/Assessment
	Excellent interpersonal, written and verbal communication skills always putting customers at the heart of everything	X		Application/Interview
	Able to build and maintain excellent working relationships with external providers and stakeholders	X		
	Enjoy working at pace and with colleagues across the business	X		Application/Interview
	Have a passion for continuous improvement and developing yourself and others	X		Application/Interview
	Ability to work on own initiative and assess, plan and prioritise own workload	X		Application/Interview
Other requirements				

	Subject to a satisfactory Enhanced (with Barring - delete as appropriate) DBS disclosure	X		Application, DBS disclosure
	Commitment to the values, aims and mission of YMCA East Surrey	X		Application/Interview
	Understanding and commitment to equality, diversity and inclusion for staff, services users and stakeholders (mandatory)	X		Application/Interview