**Job Description**

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| Job Title: Technical Analyst |
| POSCODE: Sunley Centre, CB23 3RG |
| Grade: SO2 |

**Overall purpose of the job**

The Technical Analyst is responsible for the technical development and support of processes to extract and flow data from line of business systems for reporting and business operations. This involves the creation and maintenance of the ETL (extraction, transform and load) process.

A key function in this role is to liaise with customers to agree and deliver upon their data requirements, often advising about best practice and methods to employ in the process.

This includes;

* reporting for archived data from retired applications whose data is required for statutory purposes.
* Reporting for system migration projects
* the provision and support of large, complex datasets to allow users to analyse data across multiple systems for data mining purposes
* implement data flows to connect operational systems, data for analytics and business intelligence (BI) systems
* write ETL (extract, transform, load) scripts and code to ensure the ETL process performs optimally
* develop business intelligence reports that can be reused
* build accessible data for analysis

**Main accountabilities**

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|  | **Main accountabilities** |
|  | * Taking a design, code and test new reports and changes to existing reports, using agreed standards and tools (e.g. Crystal reports, SQL Server Reporting Services (SSRS), Business Objects, Power BI) to ensure that applications/reports meet the requirements of the supplied business specifications. |
|  | * Taking a design, code and test SQL functions and/or queries and/or datasets that enable data to be analysed, updated or removed to support investigations into poor data quality or data mismatches and where appropriate in line with auditing functions to ensure accuracy of information and identifying where changes have been made. Maintain system business rules where appropriate. Identify the most appropriate tools and solutions that support efficient and effective use of IT technology and minimise impact on performance of systems and their associated components. |
|  | * Monitor and act upon support calls. Carry out initial incident and service request investigation and resolution where possible, escalating to senior team members if necessary. |
|  | * Assist in ensuring reporting applications are supported in accordance with the applicable service level agreement, that the associated support documentation is kept up-to-date, and agreed change management procedures are followed. |
|  | * Liaise with users, colleagues, IT and third-parties over support issues, raising and escalating support calls as necessary in order to achieve satisfactory resolution in a timely manner. |
|  | * Provide technical advice and consultancy to users and colleagues on reporting and data matters. |
|  | * Assist in the reporting aspects of application support. |
|  | * Act as a resource as assigned on development and implementation projects, either to assist with tasks, and/or to monitor the project to assist in delivering a supportable application. |

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| 2 A levels, HNC, HND, NVQ level 4, or equivalent experience that demonstrates the knowledge and skill gained at this level of education | | **Essential** |
| Bachelor’s degree or equivalent professional qualification. | | **Desirable** |

Minimum levels of knowledge, skills and experience required for this job

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| Knowledge | | Essential/Desirable |
| **Technical Understanding**   * An understanding of what is involved working in a data environment. * Knowledge of database structure and creation including table joins and the implications on data * An excellent understanding of the ETL (extraction, transform and load) process * Knowledge of specialist coding software (Microsoft SQL Server Reporting Services, Crystal reports, SQL, T-SQL and PL/SQL, Microsoft SQL Server Analysis Services) * An understanding of specialist data analytical software (e.g. Databases, Geographical Information Systems, data visualisation platform such as Power BI, smart survey, R) * An understanding of one or more of the following lines of business applications:   Capita ONE  Mosaic  Liquidlogic Children’s System  DPS  Tribal K2 | | **Essential**  **Essential**  **Essential**  **Essential**  **Essential**  **Desirable** |
| **Data Protection**   * An understanding of policies concerning data security, data protection, and confidentiality. | | **Desirable** |
| **Skills** | |  |
| **Working Together**   * Ability to build strong, credible, professional relationships with a wide range of people internally and externally. * Highly effective team working demonstrating flexibility to readily assist/ support where required. * Ability to support the quality assurance processes within the team and provide feedback to colleagues. * Ability to negotiate with key partners and businesses to build collaborative solutions that recognise the diverse needs of our communities * Proactively problem solving in order to find solutions for analysis to be effective and limitations in source data to be overcome | | **Essential**  **Essential**  **Essential**  **Essential**  **Essential** |
| **Integrity**   * Able to plan and manage own time and workload to meet deadlines and needs of the service * Excellent organisational and time management skills, with ability to self-direct and work under own initiative * Ability to take hard decisions on relating to own work when necessary, including prioritising under time pressure * Ability to work largely independently whilst delivering consistent results | | **Essential**  **Essential**  **Essential**  **Essential** |
| **Communication**   * Excellent communication skills, verbal, written and listening and the ability to adapt personal style to meet the needs of a range of audiences * Ability to communicate complex information to a wide range of stakeholders using good networking and influencing skills * Ability to present findings in a clear and meaningful way with confidence * Ability to present complex datasets and findings in a clear and meaningful way with confidence * Ability to challenge where necessary with a wide range of stakeholders using good networking and influencing skills | | **Essential**  **Essential**  **Essential**  **Desirable**  **Desirable** |
| **Desire to Learn**   * Ability and motivation to gain useful experience in new technical areas. | | **Essential** |
| **Problem Solving**  Excellent problem-solving ability. | | **Essential** |
| **Experience** | |  |
| **Supporting IT Systems**   * Knowledge of the best practice use of data including limitations and able to advise colleagues appropriately * Knowledge of some or all of the following Local Authority service areas; Adult’s/Children’s Social Care, Commissioning, Education, Early Help, Communities. | | **Essential**  **Desirable** |
| Equality, Diversity and Inclusion (applies to all roles). | Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role. | |

**Disclosure level**

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| What disclosure level is required for this post? | **None** |  |
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**Work type**

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| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed | **Flexible** | Field | Remote | Mobile |