

Job Description

Job Title:	IT Support Analyst	Grade: C
Department:	IT	Salary: £20,685 (£34,476 – FTE)
Line Manager:	Head of IT	Hours: 21 hours per week
		Term: Permanent Part-time

The job description is an operational document that does not form part of the contract of employment.

It may be that from time to time an individual is expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day to day performance of their duties.

St Paul's Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.

Purpose of the Job

The IT Systems Analyst provides support to IT applications, systems & services; documenting changes to infrastructure and functionality as required; ensures that system held information remains secure; ensures that staff and clergy understand how to use the IT they require to perform their duties. The IT Systems Analyst also completes assigned project work to support IT changes, developments and improvements that delivers benefits to the Cathedral.

Main Duties

- Providing helpdesk support to Cathedral users, acting as the first point of contact for IT problems, queries and requests. Taking ownership for the resolution of issues by investigating and applying solutions and escalating to other parties when necessary.
- Providing support for a range of Cathedral information systems. Understanding the business use and general functionality of systems; documenting changes; resolving

problems; liaising and working with application suppliers and their support desks as required.

- Providing support for the Cathedral network when required. Understanding the unique network topology; completing assigned system management and monitoring tasks; investigating and resolving common problems; escalating complicated problems internally, or to third party support and working with them to provide diagnostic information and apply solutions under instruction.
- Supporting the Head of IT to introduce changes and improvements to the IT environment.
- Supporting the Head of IT to improve the general use of IT within the Cathedral by providing IT training to network users and assisting in writing user guides where applicable.
- Setting up AV equipment for Cathedral meetings and events.

Person Specification

Essential

- Experience of understanding and supporting an organisation's specific business information systems
- Experience of providing IT helpdesk support to onsite users and network support
- A strong understanding of standard desktop applications and user problems
- Ability to understand and document processes, procedures and topologies to best practice standards
- Experience of providing user training
- Confident, clear and effective communication skills both written and verbal
- Excellent customer facing skills and able to build strong and effective working relationships internally and externally at all levels
- Ability to work effectively and collaboratively as a member of a team
- Ability to solve problems, who can 'think outside the box' and expedite issues where appropriate
- Self-motivated and pro-active, able to work independently without supervision
- Ability to identify and implement system improvements
- Able to adopt a methodical and disciplined approach to work
- An appetite to learn and develop relevant knowledge and skills
- Enjoy using technology to improve the way people work

Desirable

- An understanding of ITIL methodologies would be advantageous
- Experience of completing system testing

The individual will be in sympathy with, and in their work support, the Christian aims and mission of St Paul's Cathedral.