



## Your job

**Job Title: Digital Systems Analyst**

**Service: Strategy and Innovation**

**Grade: G8**

**Reporting to: Digital Portfolio Manager**

As a Digital Systems Analyst you will be responsible for assisting with the development and upkeep of multiple applications that our council use as core business and play a pivotal role in driving digital transformation across the council.

You will make best use of our corporate tools by applying best practice, your development skills and accessibility standards to improve online services.

The council's digital strategy is to encourage self-reliance and enable transformation through technology.

You will provide holistic oversight of project delivery against the digital strategy and Progress with Unity missions, ensuring that delivery reflects corporate and directorate priorities.

You will work collaboratively with stakeholders and wider teams to identify opportunities for digital innovation, streamline processes, and ensure the successful delivery of digital projects and ensure we add value to delivering services online.

### **Mandatory Statement**

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

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## **In this job you will:**

### **In the next 12 months you will:**

- Negotiate and manage the resources available for implementing, testing upgrades, new service modules and new versions of digital platforms prior to being released on to live systems.
- Oversee and coordinate team activities to ensure smooth operations and maintain high levels of productivity and morale.
- Embrace new technological solutions as part of the council's New Era: Progress with Unity driving new value for our communities through service redesign.
- Take a lead role in identifying and working closely with both internal and external stakeholders to elicit requirements, develop a detailed understanding of the key drivers to the service and how it contributes to the delivery of corporate objectives.
- Liaise effectively and build relationships with both internal and external parties.
- Manage and support with the implementation of new system functionality, writing business processes and reports.
- Use your experience of UI/UX and user centred design principles to engage with our users and make enhancement to improve the customer journey, outcome and experience.
- Recommend/implement changes to site structure, permissions, processes and functions.
- Ensure that developments and change requests are prioritised, documented and aligned to the council's strategies and priorities and meet legal requirements.
- Provide mentorship to team members and student placements, offering guidance and enabling their professional development.
- Establish and maintain excellent working relationships and effective communication with departmental staff, senior departmental managers and end users of a service in relation to the service redesign which should be based on efficiency, effectiveness and exceeding customer expectations.

### **On an ongoing basis you will:**

- Help us continue to improve standards by researching trends and developments in mobile and smart technologies ensuring we remain at the forefront of other councils and organisations.

- Creating and maintaining IT documentation, including business processes and project documentation.
- Continuously review, measure and evaluate what we do to ensure we continue to deliver high impact digital transformation programmes and interventions, staying ahead of the game with the latest innovations and best practice in the field
- You will assist with research and know about the wider digital economy and advances in technology.
- Manage and coordinate testing and implementation of upgrades.
- Investigate, fix, amend system issues and provide advice.
- You will communicate effectively across organisational, technical and political boundaries, understanding the context. You will know how to make complex and technical information and language simple and accessible for non-technical audiences.
- Understand how the digital economy is changing user behaviour and the government landscape. You can make informed decisions based on user needs, available technology and value for money.
- Be an ambassador for service design across the organisation, championing service design to transformation, building relationships with leaders to explain the benefits.
- Use agile working methods, such as sprint working to meet tight deadlines.
- Work with service areas to map their system requirements and business flows, inspiring their ambitions and helping to streamline the process as well as understand their interconnection with the rest of the organisation.
- Enable culture change and embed business change in services by supporting employees to see the potential in new ways of working and to overcome fears and resistance to change.
- Manage and provide production of reports and dashboards for business and service manager.
- You are required to be in the office at least two days per week. Your work should be flexible to adapt to the changing needs of the business, and you should be ready to come in on short notice if needed.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

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## In this job you will need:

### You must be able to demonstrate the following essential requirements:

- A logical mindset, capable of analysing complex issues and developing effective solutions with the ability to ask probing and challenging questions to support requirement analysis.
- Significant experience of IT related projects and support.
- Know about agile methodology and can apply an agile mindset to all aspects of your work.
- Have an understanding of version control.
- Theoretical, technical and procedural knowledge across the IT field.
- Significant knowledge of product development methodology, frameworks and principles.
- Good knowledge and understanding of project management methodologies.
- Experience of managing staff, organising workloads, monitoring and rescheduling work according to priorities.
- Good stakeholder management skills and report writing skills.
- Minimum of 5 GCSE grade C or above, or equivalent, or relevant professional qualification or suitable experience relevant to the requirement of the post.
- You will visualise, articulate and solve complex problems and concepts, and make disciplined decisions based on available information and research evidence.
- You can work in a fast-paced, evolving environment and use an iterative method and flexible approach to enable rapid delivery.
- Demonstrate team working by ensuring the team know what each other is working on and how this relates to practical government objectives and user needs.
- Understand and resolve technical disputes across varying levels of complexity and risk. You will help to solve issues and unblock problems.
- A positive, contagious energy and style that demonstrates your passion for what you do.
- Ability to raise issues, take ownership of problems and actively seek and implement solutions.
- Excellent communication skills, both written and verbal including the ability to communicate potentially contentious technical information to a non-technical audience and visa-versa.
- Openly share good and bad practice to enhance day to day processes and the customer journey.
- Experience of effectively working as a team whilst having an ability to use your own initiative.
- You will be expected to work in an agile manner to meet the evolving needs of the business.

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# Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

<b>Be Positive</b>	“ Take pride in all that you do and support and develop yourself and others. ”
<b>Be Accountable</b>	“ Be responsible for making things better, enabling change and supporting improvement. ”
<b>Be Courageous</b>	“ Be open to doing things differently and working collaboratively with others. ”
<b>Be Kind</b>	“ Be helpful, generous and thoughtful towards yourself and others. ”