

The National Lottery Community Fund has flexible roles that enable our people to give their best, broaden their skills and manage their career path. This job profile isn't intended to be an exhaustive list of your duties, rather it gives you an outline of what your role will involve. It will be for you to work with your colleagues to develop and shape your work in line with our strategic objectives and the objectives of your team.

IT Support Analyst

Our officers

As an officer at the Fund, whatever your specialism, you'll have plenty of scope for autonomy and responsibility. You'll use your judgement and knowledge to make recommendations and decisions, and your skills in understanding the needs of different customers, providing advice and feedback will come to the fore. You won't need much supervision or oversight from your senior colleagues taking personal leadership of your own work and your own development. You will take pride in your work and positively influence and engage with our customers and stakeholders both internally and externally.

Your role

In this particular role, you'll provide first point-of-contact through to resolution support and advice to the Fund's internal customers (all the users of our services and systems). Each IT Support Analyst reports to the IT Service Manager, who reports to the Senior Head (Service).

The IT Support team fulfil a range of roles and responsibilities, in response to ever changing needs. They provide first point of contact support for all our internal customers at all our offices and to our mobile colleagues. The support offer takes our customers from point of contact and engages with them fully to understand explicit and implicit needs and provides support and solutions to fulfil and exceed our customers' expectations.

Working closely with colleagues across the department, IT Support ensures our customers benefit from an excellent enabling service provision in incident and major incident management, request fulfilment, device deployment, telephony services, printing services and the usage of funding systems, finance systems, HR/people systems, desktop and cloud productivity systems, SharePoint, connectivity software and systems, mobile device applications, resolution of incidents, and fulfilment of requests.

In addition to the expectations of everyone in IT, the following responsibilities are specific to this role:

- Active Directory Account Management including: Access Control, Account creation/removal and Computer Assignment.
- Business Application Support.
- Exchange: Mailbox management (including distribution lists, calendars, restoration of required mailbox activity).
- Physical Asset Management.

- Laptop and desktop build and deployment.
- Mobile device management and deployment.
- Backup management.
- Contributing to the resolution of incidents and major incidents.
- Request fulfilment.
- Device deployment.
- Telephony services.
- Printing services.
- Funding, finance, HR/people systems support.
- Desktop and cloud productivity systems (i.e. Microsoft Office and Office 365, etc.)
- SharePoint support.
- Connectivity software and systems.
- Mobile device applications.
- Contributing to assigned projects.

Of course, you'll also need to work within the Fund's policies and procedures and the necessary legislation, and in a way that is in line with our vision and principles. If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.

Your experience

As an officer, you may have been promoted through our internal career paths having demonstrated your skills and leadership abilities or alternatively you may come from an external field. Either way, you'll need to demonstrate your experience and qualifications in these areas:

- Preferred experience of working in a technical support role where adherence to standard operating procedures, established systems and processes was required.
- Familiarity with more than one area of IT Support, including but not limited to, business application support, incident and major incident management, request fulfilment, device deployment, telephony services, printing services and the usage of funding systems, finance systems, HR/people systems, desktop and cloud productivity systems, SharePoint, connectivity software and systems, mobile device applications, resolution of incidents, and fulfilment of requests.
- Either holder or progressing towards Service Desk Analyst qualification
- Working towards or holder of entry-level or higher, industry-recognised qualifications in Service Management, customer service or technology.

You will be able to

LEADERSHIP & MANAGEMENT

- Be engaged and enthusiastic in working towards shared goals, and encourage others to do the same
- Be committed to the Fund's vision and principles, and encourage others to do the same
- Take ownership of your own personal development by identifying your strengths and areas for development, using available resources to support this

- Be a supportive team player who shows interest in others, and develops a range of contacts outside own team to help get the job done

BUILDING GREAT RELATIONSHIPS

- Network internally and externally, putting yourself in the position of customers and acting on the things that matter to people
- Communicate in a honest and engaging manner, with the ability to Influence and negotiate using good arguments and a range of strategies to convince others
- Listen actively, and respond to others in an informed way, recognising the contribution and value of diverse viewpoints

PERSONAL RESPONSIBILITY

- Continually seek and act on feedback to evaluate and improve your own performance
- Remain calm under pressure and handle multiple and competing priorities, supporting others when needed
- Take ownership and be accountable for your own work, and encourage colleagues to do the same

DELIVERY

- Identify opportunities to share learning, knowledge and information, and make improvements by working with colleagues
- Actively use the systems and data at your disposal to complete your own work effectively and improve the work of your team
- Actively seek out and analyse available information, using it to inform your judgement and complete your work effectively
- Be responsive to emerging issues and trends which impact on your work, the work of your team, or the Fund
- Understand the requirements of good governance and provide solutions to risks and issues

Our mindset

- I am passionate about the potential of making excellent grants
- I am committed to effective networking across and beyond the Fund
- I value the diversity and aspirations of communities and colleagues recognising the need to provide equality of opportunity
- I am curious and actively seek new ways of doing things
- I will listen, learn, provide and encourage feedback and challenge
- I am responsible and accountable for the work that I do
- I work flexibly and collaboratively to meet the needs of others
- I apply knowledge and experience to share my learning
- I want to make the Fund a great place to work

Your job family is	Corporate Services	Your directorate is	Technology and Data
Your mode of working is	Office based	Your role template is	Officer