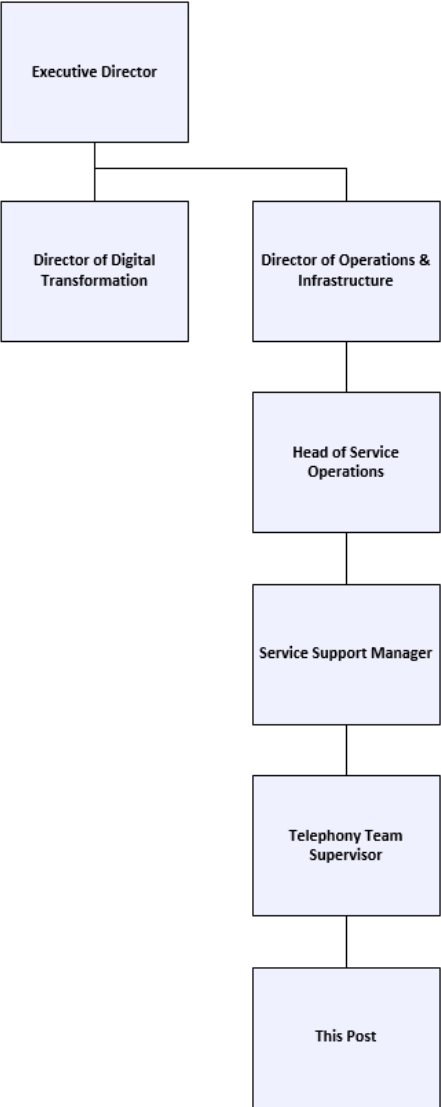


Isle of Man Civil Service Job Description	
Date changed:	29/11/2019
Job Title:	Telephony Team Analyst
Grade:	D200 / Pay Band 7
Department:	Cabinet Office
Division:	Government Transformation Services
Location:	Hanover Building Lord Street
Responsible To:	Service Support Manager
Resources Managed:	None

Job Purpose	<p>Main Duties and Key Accountabilities</p> <p>The post holder carries responsibility to assist with the implementation and maintenance of Telephony, Mobile and Network specific applications and mobile hardware.</p> <p>The post holder shall perform such duties and observe and conform with such reasonable instructions as the Department, or person duly authorised by the Department, may from time to time give.</p>
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Main Activities	<p>Role Specific Activities</p> <ul style="list-style-type: none"> • Maintain an awareness of current Business and IT Strategies • Provide system administration services and technical support for the following; <ul style="list-style-type: none"> ❖ Airwatch ❖ Samsung Knox ❖ Apple DEP ❖ Bewator door access systems ❖ InTune ❖ Cisco Call Manager ❖ Softex ❖ Mobile Billing Administration • Ensure network and telecommunication documentation and databases are accurate. • Supplier co-ordination and liaison • Facilities Management to include <ul style="list-style-type: none"> ❖ Secure store room • Asset Management to include <ul style="list-style-type: none"> ❖ Asset recording • Mobile hardware lifecycle & maintenance to include <ul style="list-style-type: none"> ❖ Swapout of mobile Devices following set procedures ❖ Mobile disposals • Identify IT issues for escalation. • Identify opportunities and make recommendations for service improvement • Provide support to projects • Provide telephone "Service Desk" and support facilities for government wide user base <p>Ad hoc tasks as deemed necessary by the <i>line manager</i>.</p>
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Management of Staff and Resources	The post will not have management of Staff or Resources.
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<p>Other Information</p>	<p><i>Job specific items</i></p> <p>All members of the Division are accountable for the responsible handling of Government Information as defined by Government and Divisional policies, procedures and guidelines.</p> <p>This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This role description will be reviewed as necessary to reflect the future requirements of the GTS and the Cabinet Office.</p>
<p>Performance Management & Improvement</p>	<p>All Civil Servants have a personal responsibility for performance management, and their own personal development. The role holder will also be expected to contribute fully to performance reviews.</p> <p>The post holder will also ensure subordinates comply with the above as directed by the Cabinet Office.</p>
<p>Reporting Framework</p>	<p>The role holder reports to the Service Support Manager - Operations.</p>  <pre> graph TD ED[Executive Director] --> DDT[Director of Digital Transformation] ED --> DOI[Director of Operations & Infrastructure] DOI --> HSO[Head of Service Operations] HSO --> SSM[Service Support Manager] SSM --> TTS[Telephony Team Supervisor] TTS --> TP[This Post] </pre>
<p>Management Authority under relevant procedures</p>	<p>The delegation of Management Authority for Officers within GTS has been granted by the Executive Director of GTS and:</p> <ul style="list-style-type: none"> • is to be exercised in respect of the staff within their individual span of control • is applied with the express agreement of the Executive Director of GTS

	<p>Disciplinary Procedure</p> <ul style="list-style-type: none"> • Oral Warning <i>D400 and above</i> • Written Warning <i>D400 and above</i> • Final Written Warning <i>D600 and above</i> • Suspension <i>D600 and above</i> <p>Capability Procedure</p> <ul style="list-style-type: none"> • Oral Warning <i>D400 and above</i> • Written Warning <i>D400 and above</i> • Final Written Warning <i>D600 and above</i> • Suspension <i>D600 and above</i> <p>Grievance Procedure</p> <ul style="list-style-type: none"> • Stage 1 <i>D400 and above</i> • Stage 2 <i>D500 and above</i> • Stage 3 <i>D600 and above</i>
Integrity	All staff of the Cabinet Office are expected to recognise that the every day business of the Cabinet Office requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Government and client information and ensure the protection of the international reputation of the Isle of Man.
Health & Safety	It is the duty of every employee to take reasonable care for the Health & Safety of himself and others including the use of necessary devices and protective clothing and co-operate with management in meeting its responsibilities under the Health & Safety at Work Regulations. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.

SFIA Responsibilities and Skills

SFIA – based On SFIA v 8	Levels of Responsibility
Autonomy Level 3	Works under general direction. Receives specific direction, accepts guidance and has work reviewed at agreed milestones. Uses discretion in identifying and responding to complex issues related to own assignments. Determines when issues should be escalated to a higher level. Plans and monitors own work (and that of others where applicable) competently within limited deadlines.
Influence Level 2	Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. Aware of need to collaborate with team and represent users/customer needs.
Complexity Level 2	Performs a range of work activities in varied environments. May contribute to routine issue resolution. May apply creative thinking or suggest new ways to approach a task.
Business Skills Level 2	Has sufficient oral and written communication skills for effective engagement with colleagues and internal users/customers. Understands and uses appropriate methods, tools, applications and processes. Demonstrates a rational and organised approach to work. Has sufficient digital skills for their role. Learning and professional development — identifies and negotiates own development opportunities. Security, privacy and ethics — is fully aware of organisational standards. Uses appropriate working practices in own work.
Knowledge Level 2	Has gained a basic domain knowledge. Demonstrates application of essential generic knowledge typically found in industry bodies of knowledge. Absorbs new information when it is presented systematically and applies it effectively.

SFIA – based on SFIA v 8	Skill Management
Application support: Level 3	Follows agreed procedures to identify and resolve issues with applications. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.
IT Infrastructure: Level 2	Carries out routine operational procedures, including the execution of specified automation tools/scripts. Amends existing automation tasks under supervision to gain a basic understanding of the scripting language/automation tools. Contributes to maintenance and installation. Monitors and reports on infrastructure performance to enable service delivery. Resolves issues or refers to others for assistance.
Incident management: Level 3	Provides first line investigation and gathers information to enable incident resolution and allocate incidents. Advises relevant persons of actions taken.
Customer service support: Level 3	Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.
Systems Installation and Removal Level 1	Follows agreed procedures to perform simple installations, replace consumable items and check the correct working of installations. Documents and reports on work done.