Technology Analyst

Department: Corporate Services	**Reports to:** Digital Technology Projects Manager

Why

Main Purpose of the Job:

The **Technology Analyst** plays a pivotal role in bridging the gap between business needs and IT solutions, with a focus on implementing and supporting digital systems to enhance organisational efficiency. The post holder will support the ongoing rollout of the Sona Rostering Time Management system, contribute to the development and implementation of a new Care Planning system, and assist with the migration to Microsoft 365. This role also includes providing **first-line IT support to staff** and managers and helping to embed digital confidence across the organisation.

What

Key Accountabilities

Systems support

- Understand and document the digital needs of teams across the organisation.
- Evaluate current IT systems, identify bottlenecks, and propose improvements.
- Support the implementation, configuration, and upgrade of digital systems.
- Assist in maintaining the Care Planning system, supporting C&S managers in auditing and reviewing care records.

First-line IT support

- Provide initial troubleshooting and support for IT issues across the organisation.
- Escalate complex issues to SaaS providers or the Digital Technology Manager.
- Attend regular meetings with Newlon IT to resolve support tickets relevant to Care & Support services.

Data and reporting

- Conduct data cleansing, migration, and reporting tasks to ensure data accuracy.
- Use Excel and other Microsoft tools to manipulate data, apply formulas, and create visual reports.
- Identify trends and propose improvements based on data analysis.

User support and training

- Provide training and user guides for digital tools and platforms.
- Create and maintain self-help materials, FAQs, and guidance documents.
- Help assess digital confidence across staff teams and support digital upskilling.

Communication and Liaison

- Act as the main point of contact for digital queries within the Care & Support teams.
- Manage the Digital Inbox, triage queries, and ensure timely resolutions.
- Build strong working relationships with managers and staff to promote digital adoption.

- Undertake additional duties as required by the Digital Technology Manager or relevant line manager.

Context

Environment:
- Working across a number of offices and a broad geographical area.
- Office hours (Evening and weekends as required)

Scope:
- Collaborate closely with the Digital Technology and Care & Support teams to deliver high-quality digital initiatives for the Care & Support Services.
- Contribute to the smooth operation of C&S system development, ensuring alignment with organisational goals and compliance requirements.

	Requirements: **Essential:** • Proven ability to troubleshoot IT and systems issues and identify solutions. • Experience in data cleansing, migration, and working with datasets. • Proficiency in Excel and other Microsoft tools; able to use formulas, formatting, and produce visual data reports. • Strong analytical and problem-solving skills. • Excellent communication skills, with the ability to explain technical concepts to non-technical users. • Highly organised and able to manage competing priorities. • Collaborative and adaptable, able to support both technical and operational teams. • Attention to detail and commitment to maintaining accurate digital records. • Willingness to travel across sites and work flexibly when required. • Understanding of safeguarding responsibilities and a commitment to the welfare of vulnerable adults. **Desirable** • Educated to degree level or equivalent in IT, digital technology, computer science, business analytics or related field. • Level 3 Diploma in ICT Systems Support. • Background in digital technology, including experience with software implementation. • Familiarity with SaaS platforms and basic configuration. • Understanding of the care sector, including rostering, shift planning, and regulatory requirements. • Ability to assess and improve digital proficiency across a diverse workforce. • Awareness of Equality, Diversity and Inclusion principles in the workplace.

Person Specification (E- Essential, D – Desirable)

Salary: £28,800 - 30,000.
Date JD reviewed: Apr 2025

Our values

Engaging *We listen to what people say, we involve people, we are honest and open*	We act responsibly We appreciate and respect individuals We are welcoming and inclusive
Enabling *We facilitate, we assist and we support to make things happen*	We are committed, passionate and hard working We support people to make informed choices We build upon excellence
Empowering *We inspire and we encourage, supporting people to take control*	We are flexible and creative We learn, question, challenge and reflect

Safeguarding statement

Outward is committed to safeguarding and promoting the welfare of adults with a learning disability and other people we support who may be deemed vulnerable. Outward expects all staff to share this commitment If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates

Disability Confident

As an employer, who aspire to become Disability Confident Committed, we aim to ensure that a fair and proportionate number of disabled applicants that meet the minimum criteria for this position will be offered an interview. Please indicate clearly at the beginning of your supporting statement if you have a disability (as defined by the Equality Act 2010), and you wish to be considered for an Offer Of an Interview (OOI) Please note that the OOI is available to disabled candidates only. Regrettably, any false declaration of disability in order to secure an interview will impact on your overall application