

Job description - IT Solutions Analyst (PB4)

Job summary

The Forestry England IT Team provide systems, services and capabilities to over 2000 staff, across a broad range of business functions. The team consists of highly-skilled IT professionals, with the Applications and Solutions Team providing expert knowledge to the wider organisation in fulfilling their IT ambitions.

This is a hands on role responsible for:

- Supporting business analysis and case development to progress solutions.
- Innovative solutions using new and emerging technologies.
- Oversight and managed development of existing core application stacks.
- Systems, data, and AI integration across the organisation.

You will champion maximising use and adoption of existing and emerging technologies. Help us foster a culture of innovation, bridging the gap between technical teams and business stakeholders. You will identify insights on emerging technology trends and lead experiments to evaluate the feasibility and potential impact of integration, automation, and technologies for our business.

Key work areas: responsibilities & accountabilities

- Managing and leading the whole lifecycle of Business Solutions, from business analysis research, scoping, design, product evaluation, supporting procurement, implementation, testing; through to transition to business as usual support and maintenance. Frequently partnering with SMEs, working groups and third-party technology suppliers to enable professional and effective delivery.
- Managing and supporting colleagues within your area and from within project teams to help deliver work across the organisation, with a focus on improving and tailoring end-user application functionality within core productivity systems and applications to meet specific business needs. User application functionality within core systems to meet specific business needs.
- Guiding and advising other areas of the Forestry Commission with their planning, development, implementation and delivery of IT systems and services specific to their requirements. Managing implementation from an IT perspective to enable successful delivery of new systems either in house developed or externally procured.
- Playing an active role concerning incident response, disaster recovery and Business Continuity efforts.

And any other tasks, reasonably requested by your line manager.

Location-Specific Information (optional)

Person Specification: Skills, knowledge & experience

Essential Professional and Technical experience

- Good familiarity with cloud services and infrastructure, in particular: Microsoft enterprise technologies (365, Cloud, server, client, UC)
- Application service provision & development (Power Platform, Power BI Dynamics) and integration of bespoke applications and services; experience of APIs, integration/connector tools/services, scripting tools such as PowerShell an advantage.
- AI experience an advantage, e.g. generative AI, Machine Learning, Python scripting, Microsoft Azure OpenAI, AI Builder, CoPilot.
- SQL, data analysis, experience working with broad and varied datasets, maintaining data stores. Reporting and dashboard tools, SharePoint.
- Managing 3rd party application development.
- Undertake structured analysis of business problems and challenges, translating into technical designs and solutions. Provide technical and financial estimate input into proposal documents. Guiding/advising procurement activities as required.
- Forge relationships and demonstrate teamwork with colleagues, business functions, IT and non-IT stakeholders, and 3rd parties (suppliers, vendors, partners). Able to work with other Solutions, System, Security, Service Delivery, and Business Partnership colleagues to work to positive outcomes.
- Work with IT colleagues on the resolution of escalated IT technical issues to timely and positive outcomes to required standards.
- Playing an active role within Disaster Recovery and incident response including supporting resolution of IT/Cyber Security incidents.

Desirable Professional and Technical experience

- Client-side peripherals and devices (Dell, Apple mobile devices, Canon MFD).
- Python and PowerShell scripting.
- ITIL, ITSM, Halo Service Management including development of HaloITSM.
- Networking technologies.
- Technologies lifecycles standards and delivery best practices, e.g. Agile, SDLC, project management.

- Familiarity with HM Government security and assurance frameworks and standards such as GovAssure, Government Functional Standards, SecureByDesign.
- Awareness of Artificial Intelligence, its use in government settings, and the associated risks.
- Understanding and experience of data, knowledge and information management principles and concepts.
- Track-record of the ability to influence and guide senior leadership on strategy direction and delivery.
- Ownership of personal development.

As a guide you will be an inspiring, engaging, approachable, enthusiastic, and capable IT professional and team player. Someone with a genuine interest in IT and demonstrating a strong focus on people skills, accountability and pride in your work. Working within defined policy and process where required but also comfortable working under own initiative with strong autonomy to manage your own workload and that of others effectively. Working across other teams and with various stakeholders and third-parties to solve problems effectively is essential. You will have a 'can do' attitude toward challenges that may sometimes be outside of normal scope of working. You must be a good communicator - listening, influencing and negotiating outcomes; and able to speak, write, and guide concisely and articulately. Able to understand and communicate issues, challenges, and opportunities back to the wider IT team. Highly must be organised, with excellent attention to detail and a proactive and pragmatic can-do attitude.

Most importantly, you will be enthused by technology. Conversant with modern computing paradigms and always curious and driven to learn more and applying this to your work.

Qualifications

Essential

- An IT related qualification at Level 5/degree and/or 3 - 5 years' experience working within an enterprise IT environment.

Desirable

- Microsoft AZ900 or equivalent.
- ITIL v4.