

Job Description and Person Specification

Job Title	Technology Delivery Analyst
Team	Technology
Business Division	Digital, Data & Technology
Reports to	Head of Technology
Location	Nottingham HQ

Summary	
<p>The Technology Delivery Analyst Engineer provides hands-on IT support within the organisation, acting as the primary on-site contact at Head Office. The role is responsible for resolving technical issues, supporting colleagues, and ensuring the smooth operation of IT systems. Key activities include provisioning mobile devices, commissioning new hardware, identifying system solutions, and liaising with suppliers as required.</p> <p>As the main face-to-face point of contact for Head Office colleagues, the postholder will provide guidance and support in a professional and approachable manner. The role requires enthusiasm for technology, problem-solving ability, and a commitment to delivering effective and timely support. Training and development opportunities will be provided to build skills and support career progression within IT.</p>	
Key Responsibilities	
	<ul style="list-style-type: none"> ▪ Provide excellent customer service to our team ▪ Proactively learn the technology we use to support our users and ensure the business gets the maximum benefit. ▪ Help staff with their technology challenges – could be ‘How to’ questions, mobile phone trouble shooting or solutionising system issues. ▪ Delivery against KPIs for support tickets via our service desk system ▪ Escalate more complex issues to 2nd/3rd line or external suppliers ▪ Build, configure and distribute new phones and devices ▪ Keep support records and asset lists up to date ▪ Support onboarding by helping new starters with tech setup

- Support hardware and software configuration.
- Work with the team to spot patterns and help reduce common problems

Qualifications and Skills

Education:

GCSE level 4 or above in

- Maths
- English
- ICT or similar

Experience:

While no experience is not required, candidates with 1st Line Support (or similar) experience will be better suited. Applicants should have a willingness to learn and demonstratable experience of a solution focused mindset.

You'll thrive in this role if you are:

- **Proactive:** take initiative and stay self-motivated.
- **Adaptable:** comfortable working in a dynamic environment undergoing change.
- **Collaborative:** enjoy working effectively with others.
- A **problem-solver:** keen to analyse challenges and find solutions.

Technical Skills:

- Basic knowledge of Microsoft 365 applications (Excel / SharePoint / Lists etc.) preferred but not essential

Communication:

- Comfortable speaking to people and asking questions

Organisational Skills:

- Patient and calm when helping others, even when they're stressed
- Organised, reliable and resilient – someone the team can count on.