

ROLE PROFILE

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| **Role Profile** | | | |
| **Job Title** | Deployment Analyst | | |
| **Section** | End User Computing | **Department** | Infrastructure & Operations |
| **Reports to**  **(Job Title)** | End User Computing Manager | | |
| **Location** | Delt Office – Building 2 | | |

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| **Job Purpose** | The Deployment Analyst supports the End User Computing team in the productive and effective delivery of device refresh activities, technical analysis the existing estates, determination of replacement requirements and scheduling device deployments with customers. |
| **Key Competencies and Output** | 1. Excellent planning and organisational skills when implementing governance standards, including tracking, monitoring, and updating of deliverables. 2. Monitor and manages standards and data to include milestones, dependencies, RAG, trends, resourcing, forecast hours and baseline to ensure key areas of improvement are identified and actioned. 3. Demonstrates effective interpersonal and communication skills, with proven ability to build collaborative relationships with all levels of stakeholders when facilitating planning, resourcing, and project review meetings. 4. Works under pressure with conflicting deadlines and able to handle difficult situations when problems arise.   Builds up and maintains a repository of project templates both technical and management to identify best practice.  Produces plans and reports detailing work progression and problems. Continually seeking to improve reporting in accordance with feedback  Supports implementation of the quality strategy and change control process, across all projects to ensure deliverables are met.  Co-ordinate’s quality activities to meet quality objectives; managing project risks, issues, and change control; communicating the impact to the project; monitoring projects against time, budget and quality standards.  The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed.  The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed |
| **Experience, Knowledge, Skills and Qualifications** | Analytical skills and attention to detail with a creative approach to problem solving.  Ability to apply risk management techniques to IT service management and project delivery  Experience managing workload and resource conflicts to ensure service delivery is not affected.  Degree or equivalent level of experience.  Prince 2 or equivalent project management qualification.  Demonstrable experience of.   * + Managing/supporting large projects in a complex IT organisation   + applying risk management techniques to project management   + effectively managing resources to ensure projects are delivered on time and to budget to maximise productivity and effectiveness   + managing budgets   Demonstrable experience working in a professional IT environment.  Experience in providing a customer focused IT service.  Experience of working within an ITIL environment.  Expert in using MS Project and MS Project Server.  ITIL Foundation.  Commitment to personal and professional development.  Full UK driving licence. |
| **Corporate Standards** | In accordance with Delt’s organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.  All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt’s policies and procedures.  All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.  Undertake all duties with regard to the Delt equalities policy and relevant legislation.  In a ‘people first’ environment, the post holder must both be aligned and aspire to Delt’s values and expected standards of behaviour for them and their team(s). |