

# IT Access and Knowledge Analyst – Job profile (support colleagues)

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- **Purpose:** Providing efficient technology, solutions and services for our Members, Customers and Colleagues, by providing a best-in-class IT Service function. Maintain and develop the knowledge management system and content, ensuring that the knowledge asset lifecycle is maintained. Maintain an auditable access rights and privileges register for the Society, ensuring that requests are dealt with according to agreed procedures.
- **Reporting:** IT Change & Release Manager
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.
- **Essential Skills and experience:** Experience of working on an IT Helpdesk or support team, experience of managing an Active Directory structure, experience of maintaining an active knowledge base, excellent verbal and written communication skills, experience of working in IT Retail environment, experience of completing access audits and producing reports on compliance.
- **Qualifications:** Experience of managing and maintaining a knowledge management systems, ITSM (desirable), 3<sup>rd</sup> party support engagement (desirable)

## We make a *difference* to Members & customers

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| • <i>Ensure knowledge is documented and shared to improve performance, support decision making and mitigate risks</i>   | ✓ | <b>Easy access to support information to aid problem solving</b> |
| • <i>Manage the knowledge management library and review the quality of content. Regularly reviewing the knowledge base documentation to ensure it is kept up to date and accurate</i> | ✓ | <b>Access to up-to-date and current knowledge</b>                |
| • <i>Managing access rights and privileges register and regular audits for all systems, platforms and tools operated by the Society</i>   | ✓ | <b>Operational systems are kept secure</b>                       |

## We're *better* every day

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| • <i>Provide advice, guidance and support to ensure best practice approach for knowledge transfer and system access across Technology teams</i> | ✓ | <b>Effective knowledge transfer and system access</b> |
| • <i>Use trend analysis of incidents to identify areas for development of new knowledge articles</i>  | ✓ | <b>Continual development of the knowledge library</b> |
| • <i>Speak up and suggest ways to make our Society even better.</i>   | ✓ | <b>Let's Listen Participation</b>                     |

## We're a *caring* community

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| • <i>Foster an inclusive culture where everyone feels welcome.</i>  | ✓ | <b>Inclusion targets</b>                                 |
| • <i>Build connections in your local community and guide colleagues on how they can get involved in community activities.</i> | ✓ | <b>Community, Volunteering, work experience activity</b> |

## We work together with *purpose*

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|--|---|--|
| • <i>Work collaboratively with other Technology teams to foster a knowledge sharing culture</i>                          | ✓ | <b>Knowledge sharing between Technology Teams</b>        |
| • <i>Ensure system access requests are appropriately reviewed according to agreed policies, processes and procedures</i> | ✓ | <b>Only authorised colleagues have access to systems</b> |
| • <i>Assist with system access breach investigations</i>   | ✓ | <b>Provide accurate and timely information</b>           |