

IT Change and Release 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. Managing the approval process of all change activity to reduce risk to the availability, performance, security or compliance of IT services and systems impacted by change. Management of 3rd party changes ensuring that changes are approved and appropriately scheduled in line with Central Coop requirements.
- **Reporting:** IT Change & Release Manager
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.
- **Essential Skills and experience:** Experience of working in a customer facing environment, Strong organisational skills to ensure works are allocated and actioned by the correct team or supplier and delivered on time, Experience of people/performance management and resource planning, The ability to manage change within the team effectively, A structured approach to work to ensure operational controls are adhered to, Ability to communicate in a professional and consistent manner to colleagues at all levels, A passion for service excellence in all delivered solutions.
- **Qualifications:** Experience working on an IT Helpdesk/technical support team, troubleshooting and dealing with IT problems (desirable), ITIL Service Management (foundation) or ITIL Service Transition (desirable), 3rd party support engagement (desirable), experience of IT change process (desirable)

We make a *difference* to Members & customers

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| • <i>Creating and maintaining the change & release schedule and ensuring the effective delivery of change</i> | ✓ | Changes implemented with no impact to systems and services |
| • <i>Manage IT and 3rd party change activity. Act as point of co-ordination to ensure change & release schedules are managed and follow the Central Coop change standards and process.</i> | ✓ | Clear visibility and smooth running of changes |
| • <i>Keeping the configuration management database up to date with IT System or Service changes</i> | ✓ | Access to up-to-date records in a central location |

We're *better* every day

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| • <i>Recommend improvements to processes when identified</i> | ✓ | Processes continually improve |
| • <i>Monitor and review change requests and releases to identify trends to assist with problem management activity or identify system issues</i> | ✓ | Spotting trends that support root cause investigations |
| • <i>Lead and support changes with enthusiasm</i> | ✓ | Great implementation experience |

We're a *caring* community

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| • <i>Pro-actively support change requestors with the accurate recording and documentation of their change requests</i> | ✓ | Changes have the required information for representation at CAB |
| • <i>Foster an inclusive culture where everyone feels welcome.</i> | ✓ | Inclusion targets |
| • <i>Build connections in your local community and guide colleagues on how they can get involved in community activities.</i> | ✓ | Community, volunteering, work experience activity |

We work together with *purpose*

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| • <i>Leadership of the change management process, supporting others to log changes accurately, chairing of Change Boards, monitoring any conflicts across change & release schedules.</i> | ✓ | Knowledge sharing between Technology Teams |
| • <i>Coordinate change reviews for unsuccessful changes / releases to ensure future learnings are captured</i> | ✓ | Reduced number of unsuccessful changes |