****

**JOB PROFILE:** Digital Analyst Apprentice

**RESPONSIBLE TO:** Digital Transformation Team Leader

**RESPONSIBLE FOR:** N/A

**PURPOSE:** To support and maintain digital business systems that are innovative and used to their full capacity with clear leadership and ownership throughout the business.

To ensure our digital systems are working successfully with all users fully competent.

Assist with implementation of new modules and improvements to digital systems.

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**KEY ACHIEVEMENT AREAS:**

Ensuring an effective digital operational support function is maintained. This involves:

1. Provide first line IT and digital support for Teign Housing’s IT Helpdesk.
2. Organising and carrying out the work necessary to provide an effective digital service desk support service.
3. To ensure that digital systems run at optimum performance.
4. Maintain and enhance the company’s use of the Microsoft 365 suite of products
5. Manage user access accounts so that staff are able to perform their required functions, whilst maintaining strict security.
6. Provision of support services for digital equipment.
7. Production of reports, procedures and user guides as required and maintaining IT and digital records.
8. Provide assistance in the procurement of appropriate digital hardware and software to provide an effective service.
9. Maintenance of an accurate register of ICT and digital assets .
10. Provide input in the specific digital technical aspects of the Business Continuity Plan.
11. Undertake necessary actions to ensure that the IT and digital infrastructure is secure and compliant with all relevant legislation.
12. Assist on the design and implementation of Teign Housing’s web site.
13. Assist with the maintenance of Teign Housing’s customer portal and app.
14. Co-ordinate and liaise with third parties supporting Teign Housing’s IT and digital systems.
15. Maintain knowledge of emerging digital technologies.

**Health and Safety Responsibilities**

1. Take responsibility for own Health & Safety and not to put others at risk.
2. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood.
3. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support.

|  |
| --- |
| No job profile can cover every issue which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the Head of People and Technology. |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

Date: …………………………………………………………………………………………