North & Mid Wales Trunk Road Agent

ICT Officer (IT and Digital Transformation Analyst)

Recruitment Pack

Welcome from the Head of Service

DAVID COOIL
NMWTRA HEAD OF SERVICE

At the NMWTRA, we help create a road network that connects people and places in a safer, greener and more reliable way.

We work on projects across North and Mid Wales that address some of the country's most critical challenges. From complex infrastructure, increasing transport needs, and climate change – we combine innovation, expertise, and technology to make North and Mid Wales a better place to live, work and visit.

You can contribute to work that will have a lasting positive impact on your local community with an organisation where diversity, equity and inclusion are shared values. We're committed to fostering a work environment that's supportive, respectful, and inclusive, with great opportunities for growth.

Why not give it a try? We would be very happy to consider your application to join our skilled, enthusiastic, and friendly team.

Where we're based

Over 250 employees based across North and Mid Wales.

- **Aberaeron, Ceredigion**
- **Bangor, Gwynedd**
- **Conwy**
- **Dolgellau, Gwynedd**
- **Halkyn, Wrexham**
- **Llandrindod Wells, Powys**
- **Newtown, Powys**

Job Title: ICT Officer (IT and Digital Transformation Analyst)

Salary: PS1 (SCP 29-31) £32,910 - £34,728

Duration: Permanent

Location: Hybrid Working

Or one of the following locations: Conwy, Parc Menai, Llandrindod Well, Halkyn

Closing date: 27/04/2023

Application forms and further details available at www.gwynedd.gov.uk or by telephoning 01286 679076.

Apply here

Do you enjoy a challenge and like variety? If so, then this post may be for you.

We are looking for an IT and Digital Transformation Analyst to join an exciting and growing team.

Purpose of post

The post is to continually improve efficiency within the all services through analysis, design, implementation, and support of technology-based solutions including cloud and on premise based, to ensure the delivery of a reliable trunk road network in North and Mid Wales on behalf of the Welsh Government.

The development and implementation of innovative and creative business analysis systems within the Agency by utilising their expertise to support successful business development programmes, using a range of specialist disciplines including but not limited to:

Responsibilities

- Developing and maintaining data management systems for the Agency, including financial management and operational IT systems, and where applicable the procurement of associated services and equipment.

- Production of associated reports by accurately scrutinise information using data analysis tools such as Power BI, and presenting to Agency senior management to assist in the decision-making process

- Design and implementation of IT systems, equipment and data held.

- Security of commercially sensitive data and physical IT equipment.

- Managing teams of staff during software implementation.

- Management of external contractors, consultants and suppliers.

- Leading design teams in the development of IT solutions.

- Delivery of IT projects within agreed timescales and budgets.

- Responsibility for specialist IT equipment and licencing of software.

- Development and maintenance of any existing and future Management System.

- Responsibility for project management of systems. Including the production and review of technical specifications.

- Responsible for the production and implementation of policies and procedures around new systems and their operation.

- Production and implementation of policies and procedures for implemented solutions.

- Training of NMWTRA staff and other end users in the use of IT and data management systems including in a classroom environment.

Person Specification

You should refer to these job specific criteria in your application form.

Job Specific Criteria

Essential

We're looking for someone who can confidently navigate various software and quickly adapt to new systems. You'll need to understand business needs to provide the best digital solutions, handle challenging situations with professionalism, and explain technical concepts clearly to non-technical team members. We're seeking someone who can approach problems logically, work independently or as part of a team, and has a strong drive to achieve targets. A passion for learning and an innovative mindset are essential, as well as excellent interpersonal and organisational skills. Attention to detail, technical aptitude, and a willingness to expand your ICT knowledge to meet business needs are also important. Flexibility to travel to other offices or sites may be required.

Qualifications and relevant training

Essential

We're seeking someone who has a HNC in a relevant field, a full clean driving license, and a commitment to continuous professional development.

Relevant Experience

Essential

We're looking for someone who has at least 3 years of experience in a professional ICT and/or digital transformation environment. You should have experience with change management concepts and methodologies, designing and configuring hardware, software, and systems, as well as maintaining and supporting business systems and applications. Experience with on-premise or cloud-based management systems, SQL, business intelligence, analytics, and digitising information is also valuable. You should have a track record of promoting digital technology, driving a digital culture and mindset, enhancing customer experience through technology and an ability to modernise activities and operations. Experience with managing staff and contractors, managing ICT and data collection projects, and building trusted relationships with stakeholders are important.

Skills and specialist knowledge

Essential

Looking for someone who has a passion for data security and can handle multiple priorities with ease. You thrive under pressure and can deliver quality work within tight deadlines. You have good presentation skills and you can communicate effectively with both technical and non-technical audiences. You possess excellent analytical, judgmental, and creative skills, allowing you to design and deploy systems effectively. You have outstanding interpersonal skills that foster open dialogue and collaboration. You are knowledgeable about health and safety protocols and have experience training staff to use equipment, software, or systems.
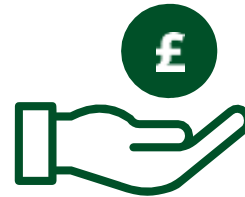
Language requirements

Essential

The ability to speak English is essential for this role.

Working for the North & Mid Wales Trunk Road Agent

NMWTRA is an exciting place to work. We have progressive policies and a commitment to training and development.
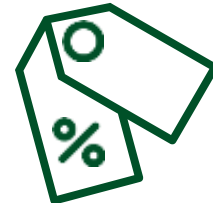
- 31 days of annual leave per year.
- 8.5 days of public and statutory holidays.
- Hybrid working minimum 2 days in the office.
- Flexible working hours.

- Incremental pay increase
- Generous Local Government Pension Scheme further information on the Gwynedd Pension Fund website.

- The opportunity to work in beautiful locations across North and Mid Wales including 1 national parks, 50 nature reserves and 1,680 miles of stunning coastline.

- Assisted car purchase & cycle to works schemes
- Lifestyle savings on groceries, holidays, eating out, DIY, electricals, insurance, motoring, and much more!

- On the job learning and exciting career development opportunities.
- Contribution towards the membership of professional bodies which are relevant to the work.

- MEDRA Counselling service - free and confidential counselling service for staff
- Generous maternity, foster, adoption, and shared parental leave