

Clearly Drinks	Position Description	Nº ISO	
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	Technology Analyst	Date	July 2023
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Overview

Position title: Technology Analyst
 Department: IT
 Position title Manager: CFO
 Position title direct reports: Zero
 Location: Sunderland

Description Summary

This role will deliver business support for the integration & implementation of technology solutions including hardware, workstations & operational technologies and will oversee the relationship with the third-party IT support provider (MSP).

The role will utilise IT and data science to highlight & develop trends providing greater insight to the business to streamline processes.

The job holder will own the business IT roadmap and will play a key role in delivery of roadmap projects supporting the business to stay ahead of emerging cyber threats.

Responsibilities

- Oversee performance of the MSP
- Proactive response to issues/triage to support MSP
- Policy writing & development and roll out of IT training to employees
- Development of the IT project roadmap with stakeholders and co-ordination with MSP to deliver
- Ensuring security standard are constantly reviewed to deal with emerging threats/changes
- Preparing for quarterly cyber assessment review
- Progressing the cyber security roadmap
- Responsibility for site hardware, upkeep & repairs if required
- Liaise with MSP for completion of projects highlighted by assessments e.g., vulnerability scans output
- Onsite IT support for employees on day-to-day matters with escalation to MSP as appropriate
- Develop DR frameworks as part of business continuity
- Use the data provided from analysis to track current site performance and KPI metrics to identify possible areas and solutions for improvement opportunities
- Utilise data to drive the site efficiency and effectiveness programme
- Provide insight online performance losses to the site leadership team from the Zero Loss toolkit

Knowledge, Skills & Experience

- Ability to train others
- Methodical & data driven mindset
- Ability to present back data to stakeholders at relevant level of detail
- Prolific use of office & office systems
- Basic/intermediate knowledge of IT systems

	Editor	Reviewed	Approved
Name	Heidi Mason		
Function	HR		
Date	July 2023		

- Understanding of computer hardware & individual components
- Proactive for changing situations in macro environment

This role will report into the CFO with a dotted line into our Site Engineering and CI Manager. Applicants will be accepted from both an internal and external search.

Values

- Creates a clear, stretching future vision for the site and motivates employees to contribute their best to its achievement – Customer First
- Demonstrates clear ownership, ambition and pride in the business and the local team's performance – Be the Best
- Works collaboratively with immediate and extended teams, building common agendas, aligned objectives and delivery plans – Stronger Together
- Open and authentic in their interactions ensuring they match actions and words, building trust and support with others – Make It Happen
- Is keen to make a difference through increasing awareness of environmental impacts and performance both locally and the environment as a whole – Socially Responsible

General

- To take responsibility for the health, safety, and welfare of yourself. Actively follow the Company's Health and Safety Policy, procedures, and safe systems of work
- Actively follow the Company's Environmental Policy and procedures and play your part in the achievement of environmental initiatives
- Be responsible for your quality of work and ensure that any quality checks required are carried out. Seek support as necessary
- To observe and continually promote equal opportunities and diversity
- To undertake all reasonable training activity designed to support you in your role
- To gain an understanding of the company's products
- To note, understand and comply with the Company policies and procedures. These documents will be available on People HR and available to sign independently.
- To undertake any such other reasonable duties within your skillset as may from time to time be required by your manager