

## **Job Description**

**Job Title: Technical Analyst**

**Reports to: Technical Manager**

**Location: Neath, Llandarcy .**

### **Purpose**

We are seeking to recruit a Technical Analyst who is keen to learn, has an interest in technology, and specifically digital accessibility. Someone with a computer science or software engineering degree, or keen interest in web technologies would be a good baseline to grow and develop from. As a member of Accessibility Services, you will become part of our technical team working closely with our Assessors to help organisations gain accreditation against the Web Content Accessibility Guidelines. We work with customers as they start designing their website or app through to product creation and launch, and provide testing, technical support and consultancy. Our in-house Digital Testing Team is unique in the market place, and has first-hand experience of disability and assistive technology, which brings a real-life perspective, both personally and professionally.

### **Main Duties and Responsibilities**

1. Run customer websites through 'Sortsite' the web testing tool, in readiness for Technical Manager to compile reports for customer
2. Create snapshots of websites for potential customers.
3. Create auto analysis and manual reports by using technical results from 'Sortsite' and various other accessibility tools. Manually testing the web pages for mouse dependency, colour contrast etc.
4. Complete stage 1 and stage 2 re-tests of customers websites.
5. Run monthly customer website subscriptions through 'Sortsite, and pass to Technical Manager for analysis

### **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable

them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title: Technical Analyst</b></p> <p align="center">(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• A keen interest in web technologies (E)</li> <li>• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases (E)</li> <li>• Computer science or software engineering degree or IT qualifications (D)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Previous experience in an IT or customer focused role(E)</li> <li>• Demonstrable experience of providing excellent customer service skills (E)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Ability to build effective relationships (E)</li> <li>• Attention to detail, with a desire to provide excellent service both internally and externally (E)</li> <li>• Ability to take a problem solving approach to work tasks (E)</li> <li>• Knowledge of assistive technologies, and as well as Microsoft Office suite of programs (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Committed and dedicated (E)</li> <li>• Friendly, and understanding of the needs of other team members (E)</li> <li>• Ability to work well as part of a team and independently when required (E)</li> <li>• Committed to the ethos of accessibility for all (E)</li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults(E)</li> <li>• This post requires a Disclosure and Barring Service Check at a basic level (E)</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)</li> </ul>