Job Description

Release Analyst

1. Main Purpose of Job

To work with Team Leaders and Managers across the company to ensure that Releases are delivered following CDL policy, processes and best practice.

2. Position in Organisation

- Reports to the Release Manager
- Facilitation across different business areas to coordinate software change, configuration and release functions.
- Direct contact with senior internal and external customers

3. Scope of Job

- Coordinate releases to ensure that the integrity of the live environment is protected and that the correct components are released.
- Design release processes from build, through test and defect fixing, to the release of new or changed software in to Live with the guidance of the Release Manager.
- Monitor the efficiency and effectiveness of the Release management process across the organisation, and make recommendations for improvement.
- Ensuring that all IT teams follow the release management process for all releases and escalates any repeated non-conformity.
- Maintain quality checks on releases and record those that directly or indirectly cause support Incidents.
- Failure to successfully manage releases or delays to releases can impact CDL and its clients from both a commercial and reputational perspective.

4. Dimensions and Limits of Authority

- Authorisation of software releases to :-

    a) Resolve high business impacting incidents,
    b) Provide enhancements and new applications.
    c) Deliver new business requirements to commercial deadlines.

- Negotiate with departmental managers to provide resources for planned releases.
- Co-ordination of resources across the company required to carry out a release
- Initial escalation point for issues relating to software release

5. Qualifications

- Educated to A level standard or equivalent
- ITIL or Prince Foundation qualification is desirable but not essential

6. Proven Ability

- Previous exposure to ITIL release, service management and/or project management.
- Ability to work to tight deadlines and handle work pressures to successfully deliver releases.

- Experience of working across different business areas, demonstrating customer focus and good corporate awareness.
- Computer literacy – particularly MS Office, Service Management tools desirable
- Involvement in design and implementation of policy, process and procedure
- Demonstrable ability of being able to communicate across departments at all levels and with senior management, including directors both internally and externally.

7. Duties and Key Responsibilities

Coordinate releases

- Coordinate builds and testing of releases
- Coordinate the scheduling and roll out of releases
- Provide communication and information, including relevant release documentation, as required.
- Ensure appropriate checkpoints are met and coordinate release sign off.
- Coordinate the implementation of the release
- Complete post implementation reviews

Design release processes

- Design new release processes with the guidance of the Release Manager.
- Work with CDL stakeholders and clients to ensure the release process is appropriately documented, communicated and understood.
- Understand underlying procedures and document as appropriate

Monitor efficiency and effectiveness

- Provide management information on releases to clients and senior management as required.
- Carry out regular reviews of the release processes with CDL stakeholders and clients
- Identify and recommend service improvements

Ensure all IT teams follow release management process & maintain quality checks

- Assist the release manager in completing regular audits of the release process
- Analyse Incident logs caused by releases to identify occasions where process has not been followed.
- Based on analysis of Incidents recommend improvements
- Highlight any repeated non-conformance to relevant team leaders and the release manager where appropriate

Maintain a Definitive Software Library (DSL) in which a master copy of all authorised released software is securely maintained.

Provide input for the release policy based on ITIL principles.