

Lancaster City Council - Job Description & Person Specification

Job Title:	Systems Support Officer	Grade:	GG57	Job Code:	LCC737
Service/Team:	Housing Systems Team	Role Type: *Delete as appropriate	HYBRID / HYB/CSV / FIXED / COMM	Reports to: *Title & LCC Code	Housing Systems Manager
Line Manages: *Title/s & LCC Code	N/A				

Job Overview

The role involves working with system administrators to maintain existing Housing back-office systems within the Service and to be the first point of contact providing day to day technical support, advice and training to colleagues on in-house and general IT systems to ensure they are effectively utilised.

The service is currently rolling out new IT systems and this role will contribute through involvement in project groups, supporting on the development of new processes and configuring back-office systems to replicate those processes.

We are looking for an individual with a keen interest in IT and systems who has the relevant IT skills and the commitment to learn the job specific elements of the role.

Direct Responsibilities

- Provide technical support to users
- Resolve / escalate system issues
- Undertake system administration tasks including user security
- Filter and clean data
- Develop technical training materials
- Conduct training for individuals and small groups of staff
- Collaborate with colleagues on system projects
- Support colleagues in developing documentation for operational processes
- Collaborate with team members to identify reporting needs and create custom data reports
- Support and coordinate larger training sessions / project groups

Primary Measurable Objectives

System Support and Security

- Ensure system and hardware security permissions are maintained and regularly audited whilst maintaining data security and compliance with privacy policies
- Collaborate with the System Administrators to ensure that systems, procedures and practices are compliant with legislation, including GDPR (registration, recording and subject access), and health and safety.
- Provide support with maintenance routines and reports to ensure balancing, reconciliation, auditability, functionality and control is maintained.
- Support users to utilise the systems effectively
- Act as the first line of technical support in relation to system issues and work with suppliers and ICT to ensure they are resolved in accordance with Service Level Agreements (SLA's)
- Pull data from various sources to create insightful data reports

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System Development

- Support the process of system updates including rollout, testing and training
- Support on a range of large and small IT projects within the Service
- Develop an in-depth understanding of operational business processes
- Utilise knowledge of operational business processes in collaborating with colleagues to develop better ways of working
- Re-configure back-office systems to support new / amended processes
- Provide project support in relation to IT system rollout
- Be involved with the progression of all projects to enhance, upgrade, develop or maintain the systems
- Be involved in testing of all new systems, modules and releases of software prior to acceptance in a live environment to ensure all work is compliant with the procedures and practices. Work with the Systems Team to develop effective testing plans.

ICT and Supplier Liaison

- Work closely with the ICT team to ensure issues are resolved quickly and effectively
- Log calls with suppliers and work with them to resolve system related issues

Working with customers

- Develop strong working relationships with staff at all levels across the organisation in order to fulfil the role effectively.

Staff Management Responsibilities

None

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training			
Experience	<p>Significant experience of IT applications including Word, Excel and Teams</p> <p>Experience of using back-office systems</p>	<p>Experience of supporting back-office systems</p> <p>Experience of databases e.g. Oracle, SQL</p> <p>Experience of report writing tools such as power BI</p> <p>Experience of extracting data from back office systems to support business decision making</p> <p>Experience of providing support, advice and assistance to colleagues</p>	App Form, Interview
Job Related Skills, Knowledge & Abilities	<p>Excellent IT skills including a variety of Microsoft applications such as Word, Excel and Teams</p> <p>Ability to develop an understanding of team structures, objectives and operational processes (including data flows)</p> <p>Ability to produce clear and concise technical and non-technical documentation for the operation of systems and applications and to keep systematic records</p>	An understanding of data protection legislation and the importance of data	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	<p>Commitment to learning new skills</p> <p>Excellent analytical and problem-solving skills</p>	<p>Experience of using own initiative to suggest new ways of doing things and positively embrace change</p>	App Form, Interview

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	<p>Attention to detail and ability to work to a high degree of accuracy</p> <p>Excellent communication and interpersonal skills</p> <p>Ability to develop effective internal and external working relationships</p> <p>Ability to work on own initiative and to monitor and manage own workload, to ensure deadlines and targets are met in a pressurised environment</p> <p>Ability to work as part of a diverse team</p>		
Special Requirements/Other			

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	