

Job Description

Job Title: Senior Business Systems Support Officer

POSCODE: CCC2531

Grade: GRADEP1

Overall purpose of the job

The Senior Business Systems Support Officer (SBSSO) is responsible for carrying out high quality administrative and support functions in a number of teams in Customer & Digital Services, supporting line of business systems across Cambridgeshire County Council. The post holder will have an expert understanding of the line of business IT systems in one or many fields and will be able to resolve all complex support queries and change requests.

The role will also be responsible for:

- Communication with service users and provision of advice and guidance on application use.
- Running reports to support the collation of information to meet business requirements, and to understand the relationship and work, with external systems.
- Managing processes across multiple business systems.
- Effectively managing workloads and multiple priorities.
- Working with the Team Leader to co-ordinate, manage, test and deliver the release of upgrades of specific systems.

The role will provide expert assistance for upgrades and support the commissioning of new systems. The post holder will be required to provide support within their own team including office support and finance functions.

This is a hybrid role, however there will be a requirement to work from the office at various points during the month.

Main accountabilities

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1.	Business Systems Delivery Support • Be a point of escalation and provide support and guidance for Business Systems Support Officers as required. • Manage, monitor, and act upon support call queues. Carry out incident and service request investigation and resolution. • Responsible for providing third tier support and specific expertise across multiple applications across Cambridgeshire County Council (CCC). • Provide guidance, or be a critical friend, to the Business Support Officer in the resolution of tasks. • Provide ad-hoc training as required to colleagues. • Responsible for ensuring all Incidents are investigated and key users are kept up to date on progress. • To analyse users' stated requirements, evaluate alternatives and recommend a course of action. • Provide advice to CCC clients to enable them to make best use of the CCC hardware and software they have, or that could be provided from within the support products portfolio. • Plan, schedule and monitor own workload, to ensure that priorities are met and disruption to users is minimised, keeping incidents within CCC SLA agreed levels to meet performance indicators. • Support others in the team with their work as and when necessary.

	• Ensure applications are supported in accordance with the applicable service level agreement, that the associated support documentation is kept up-to-date, and agreed change management procedures are followed. • Plan, schedule, and monitor own workload, to ensure that priorities are met and disruption to users is minimised, keeping incidents within CCC SLA agreed levels, to meet performance indicators.
2.	Subject Matter Expertise • Investigate and resolve complex support requests in accordance with SLA's and undertake call logging, monitoring, and customer liaison. • Be a point of escalation within the team for complex issues, supporting junior members of the team. • Provide support and advice to carry out user administration, system administration and system configuration tasks as agreed with the relevant application owners. Manage and co-ordinate interfaces between applications, and the associated processes, as agreed. • Provide guidance to less experienced colleagues to ensure that the overall technical quality of their work meets accepted standards. Attend user group meetings for the respective service areas, to advise on system functionality and capability. • Ensure appropriate change control procedures are in place and followed for all system reconfigurations. • Be responsible for the support of critical business systems, to prioritise workloads and effectively manage issues, ensuring optimal service. • Manage the new user application process within products, including liaising with the service and Operational Services for required access. • Contribute to the development and management of the team to continually improve the levels of service, quality, and performance of the service. • Ensure that all software systems, procedures, and processes are effectively documented to agreed standards and kept up to date.
3.	System Design and Data Quality • Configure systems to meet the business needs of the department, ensuring integrity and security of the system maintained. • Undertake regular quality assurance activities to ensure systems meet internal quality standards and are operating optimally. • Design bespoke systems solutions to support the service area's business procedures, including the production of system process maps in line with the service operational procedures. • Co-ordinate the follow-up on complex or in-depth data quality issues and discrepancies. • Develop and maintain high quality documentation, and document control, in order to support business systems change, such as configuration documentation, systems process maps and handover documentation to other teams. In addition, develop and maintain training material to support the training functionality to deliver end user training. • Provide third line support, including root cause analysis of problems, escalation to third-party suppliers and deployment of changes where necessary. Ensure system documentation is updated and procedures for problem and change management are followed at all times.

4.	Customer Care and Communication • Liaise with service users on the resolution of complex support issues. • Clearly communicate solutions to complex problems to all relevant stakeholders. • Communicate key outcomes, to ensure good information flow, and liaise with colleagues to gather input where required. • Maintain communication with customers on the resolution of reported support issues. • Maintain and distribute support and performance information. • Maintain a customer service culture that continuously provides exceptional customer service, evidenced through customer feedback / customer satisfaction surveys.
5.	Project Support • Provide support for complex Business Systems team projects, as required, and provide direction and guidance to the Business Support Officer role for project delivery. • Provide additional testing resources for projects delivering upgraded or new systems.
6.	Data Services • Provide support for the collection and delivery of statutory assessments returns including access to external systems.
7.	Change Requests • Design and build of workflows, forms, or processes within the line of business system, as requested from the Change Control Forum, legislative changes or Team Leader.
8.	Additional Accountabilities • Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post. • Supplier events and representing IT services externally. • Provide support for Business Continuity activities. • Carry out non-guaranteed overtime and standby in line with operational service needs, this may include: ○ Participation in monthly infrastructure maintenance upgrades, updates, or project work.
9.	Health and Safety Ensure the Team and its activities are in full compliance with CCC policy and the legislative Health and Safety policies and guidance.
10.	Maintain own continuing professional development to ensure that current work practice is in line with current requirements.
11.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
12.	Ability to contribute to our commitment of becoming a Net Zero organisation by 2030.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Education	A Level; HNC; HND; NVQ L4 or equivalent relevant experience	Essential
	Educated to degree-level in a relevant subject or possesses equivalent experience.	Desirable
Professional Qualifications	Relevant IT Qualifications as per business area: <i>Business Systems</i> – ITIL Foundation, ITSQB Foundation or Project Management qualification. <i>GIS Analyst</i> – Esri Technical Certifications, Microsoft Certified (Data, Data Engineering, Power BI). <i>Apps Specialist</i> –Microsoft Certified (365, Azure, Power Platform), ITIL Foundation.	Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Support of Line of Business Systems	Good working knowledge of processes required to support line of business systems.	Essential
Service Area Specific Knowledge	Senior Business Systems Support Officers in the Business and Digital Service area will be expected to have focus in a specific sector. These are listed below. Adult's Social Care - In-depth understanding of application support of adult social care systems and related system integrations and relationships. - Knowledge of one or more of the following technical areas: - Adults business systems - Related portals and integrations - Power BI and the principles of reporting and dashboards - SQL - JavaScript - Data management	Essential

	Children's Social Care and Early Help • In-depth knowledge and understanding of application support of children's social care systems and related system integrations and relationships. • Knowledge of one or more of the following technical areas: • Children's business systems • Related portals and integrations • Power BI and the principles of reporting and dashboards • Data management Education • In-depth knowledge and understanding of application support of adult social care systems and related system integrations and relationships. • Knowledge of one or more of the following technical areas: • Education business systems • Related portals and integrations • Power BI and the principles of reporting and dashboards • Data management Assets, Customer Service and GIS • Knowledge of one or more of the following technical areas: • Highways Asset management • Property Asset management • Mapinfo • ESRI ArcView • Customer Services • Related portals and integrations • Power BI and the principles of reporting and dashboards • Data architecture	
Line of Business Systems	Excellent working knowledge of systems related to the role, e.g. relevant social care, or financial systems.	Essential
Literacy and Numeracy	Good standard of literacy and numeracy.	Essential
IT Literacy	Good standard of IT literacy, particularly MS Office 365 core product suite. Commitment to further professional development where required in role.	Essential
Project Management	Confident understanding of project management principles.	Desirable

Local Government	General awareness of the issues and challenges facing local government.	Desirable
Skills		
IT system builds	Be able to interpret service requirements and develop the system to be able to reflect those requirements.	Essential
IT system support processes	Confidence in making changes to systems as part of a support process.	Essential
Working together	- Establish credibility and work co-operatively with colleagues and customers. Maintain good practice as well as making future improvements. - A team player and able to work independently. - Collaborates effectively, sharing knowledge openly, valuing diverse perspectives, and embracing new ideas for better results.	Essential
Integrity	- Make decisions without bias. - Explain clearly to colleagues and customers how these decisions will impact on service delivery.	Essential
Interpersonal Skills	- Aware of the positive and negative impact I can and could make on colleagues and customers. - Considerate when using, and working with, our resources and take responsibility for managing them. - Respects others' contributions, handles differences constructively, and uses resources wisely.	Essential
Workload Management	Accountable, taking responsibility for actions, solving problems proactively, and learning from all outcomes.	Essential
Operational Excellence	- Plan and anticipate changes in working practice. - Logically identify the best approach in continuing to meet my objectives and deliver excellent outcomes. - Strives for excellence, exceeding expectations, fostering innovation, and continuously improving.	Essential
Creativity	Able to be creative and use initiative.	Essential
Professional Development	Demonstrate a commitment to personal training and development and to that of others. Recent evidence of learning opportunities taken.	Essential
Equality, Diversity and Inclusion (applies to all roles)	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential

Net Zero (applies to all roles)	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential
Travel	Able to travel within the county if required.	Desirable
Flexibility	Flexible approach to duties based on changing priorities and timescales.	Desirable
Experience		
IT Systems Support	Experience in an IT support environment.	Essential
Microsoft 365 advanced	Experience of the common suite of Microsoft products, e.g. Excel, Word.	Essential
	Experience of using the more advanced products with the M365 suite, e.g. PowerAutomate, Power BI.	Desirable
Project Support	Previous experience of working within a project support role, including resource planning.	Desirable

Disclosure level

What disclosure level is required for this post?	Basic. Appointment to this role is subject to National security vetting, in the form of a Baseline Personnel Security Standard (BPSS) pre-employment screening. This screening is required as post holders will have access to government assets. For further information on the BPSS standard, please see Government baseline personnel security standard - GOV.UK (www.gov.uk).
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Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	~~Fixed~~	Hybrid	~~Field~~	~~Remote~~	~~Mobile~~
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