**Job Description**

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| **Job Title: Business Systems Support Officer** |
| **POSCODE: CCC2245** |
| **Grade: CCCS01** |

**Overall purpose of the job**

This role reports into the Business Systems Team Leader.

The Business Systems Support Officer is responsible for providing administrative and support functions as part of the Business Systems Team, supporting a range of services across Cambridgeshire County Council. The post holder will have a good understanding of the line of business of IT systems in one or many fields and will be able to resolve the majority of support queries without assistance.

The role will also be responsible for:

* Communication with service users; providing advice and guidance on application uses as required.
* Running reports to support the collation of information to meet business requirements, including statutory returns, and to upload information to external systems.
* Provide assistance for upgrades and support the commissioning of new systems. Working effectively with other team members to ensure priorities are delivered for office support as well as 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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|  | **Business Systems Delivery Support*** Monitor and act upon Tier 2 and 3 support call queues from the ITSM system. Carry out incident and service request investigation and resolution by analysing users’ stated requirements, evaluate alternatives and recommend a course of action.
* Be accountable for assigning appropriate issues to yourself.
* Ensure calls are progressed and updated within the ITSM to ensure the growth of a continued knowledge base, supporting peers.
* 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.
* Liaise with users, colleagues within IT and third parties over support issues, raising and escalating support calls as necessary to achieve satisfactory resolution in a timely manner.
* Plan, schedule, and monitor own workload, to ensure that priorities are met and disruption to users is minimised, keeping incidents within CCC service level agreements to meet performance indicators.
* Support and/or carry out user administration and system administration tasks as agreed with the relevant application owners.
* Provide support for specific tasks and key priorities within business-critical systems.
* Support others in the team with their work as and when necessary.
* Analyse and identify trends in support issues, to then be able to provide a clearer resolution.
* Understand the need for technical releases and assist with their deployment within the service areas.
* Take direction on the deliverable aspects of supporting the respective systems.
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|  | **Business Systems Change and Project Support*** Create high quality configuration documentation / materials, conducting training sessions to CDS staff, developing the knowledge of team members.
* Implement approved changes as requested by the service managers to ensure data quality and integrity is maintained.
* Liaise with system provider to understand upcoming changes to the products.
* Understand the need for technical releases and assist with deployment within service areas.
* Ensure appropriate change control procedures are in place and followed for all system reconfigurations.
* Provide support for Business Systems Team Projects as required and directed by the Senior Business Systems Support Officer and Team Leader.
* Provide additional system testing resources and test scripts for projects delivering upgraded or new systems.
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|  | **Data Integrity and Quality*** Provide support for data migration, improving useability of products and data quality.
* Understand the significance of maintaining data integrity when resolving support calls.
* Understand the principles of GDPR and ensure compliance when managing support issues and data capture.
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|  | **Customer Care*** Ensure you maintain clear communication with the customer who reported the issues, to ensure the outcome is understood.
* Maintain a customer service culture that continuously provides exceptional customer service evidenced through customer feedback/customer satisfaction surveys.
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|  | **Communication and Engagement*** Maintain communication with the customer on the resolution of reported support issue.
* Demonstrate effective verbal and written communication with the ability to adapt communication style to suit customers’ needs.
* Clearly communicating solutions to problems presented to all relevant stakeholders.
* Communicate key outcomes to ensure good information flow and liaise with colleagues to gather input where required.
* Ensure you do not become a single point of knowledge and share any service specific developments with colleagues in the team.
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|  | **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.
* Provide support for Business Continuity activities.
* Carry out non-guaranteed overtime and standby in line with operational service needs.
* Identify improvements and efficiencies in service delivery and discuss these with colleagues in the team to reach a desired outcome.
* Attend Change Boards as and when required, to build knowledge of, feed into, and disseminate to colleagues, upcoming changes.
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|  | **Health and Safety**Ensure the Team and its activities are in full compliance with CCC and the legislative Health and Safety policies and guidance. |
|  | Maintain own continuing professional development to ensure that current work practice is in line with current requirements. |
|  | Demonstrate an awareness and understanding of equality, diversity and inclusion.    |
|  | 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

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| Qualifications Required | **Subject** | **Essential/****Desirable** |
| Education | A-levels, HNC, HND, NVQ level 4, or possesses equivalent experience. | **Essential** |
| Professional Qualifications | Relevant professional qualification, e.g. ITIL | **Desirable** |

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

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| Identify  | Describe | Essential/Desirable |
| **Knowledge** |
| Support of Line of Business Systems | Good working knowledge of processes required to support line of business systems, including testing and upgrades. | **Essential** |
| Literacy and Numeracy | Good standard of literacy and numeracy. | **Essential** |
| IT Literacy | Good standard of IT literacy, particularly MS Office 365. | **Essential** |
| Service Area Specific Knowledge | Business Systems Support Officers in the Business and Digital Systems area will be expected to have focus in a specific sector, but may need to operate in multiple sectors. These sectors are listed below. **Adults Social Care**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:* Adults business systems
* Related portals and integrations
* Power BI and the principles of reporting and dashboards
* SQL
* JavaScript
* Data management

**Childrens Social Care and Early Help**Knowledge and understanding of application support of childrens 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**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 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:* 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
 | **Desirable** |
| 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 support processes | Confidence in making changes to systems as part of a support process. | **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** |
| 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 | Ability 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 | Ability to travel within the county if required. | **Desirable** |
| Flexibility | Flexible approach to duties based on changing priorities and timescales. | **Desirable** |
| **Experience** |
| Supporting IT Systems | Good working experience in a ITIL Tier 2 and/or Tier 3 role, supporting line of business systems. | **Essential** |
| Managing workload | Experience of managing and prioritising large volumes of issues reported through the ITSM solution. | **Essential** |
| Microsoft Office | Experience of the common suite of Microsoft products, e.g. Excel, Word. | **Essential** |
| Project Support | Previous experience of working within a project support role, including resource planning. | **Desirable** |

**Disclosure level**

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| 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)](https://www.gov.uk/government/publications/government-baseline-personnel-security-standard) |

**Work type**

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| 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~~ |