**Job Description**

Job Title: Business System Support Analyst

Job number: TBC

Grade: J (WNC) /6SO1 (CCC)

**Overall purpose of the job**

To assist the ERP Management team in the provision of a ‘Functional Centre of Excellence’, by acting as functional specialists in the use of ERP and associated systems, consulting and working with other ERP partners and colleagues as appropriate to ensure consistency of practice and quality data, and developing the ERP system and other related business systems to drive out efficiency savings and to ensure that statutory requirements are met.

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| **Main accountabilities** | |
| 1. | **System Development**  Provide support to the Functional Analysts in the development and implementation of proposals for expanding and improving the use of the ERP in order to drive out efficiencies from the system and meet changing needs of multiple Councils and partners, as well as ensuring that any changes to legislation are reflected on the system as appropriate.  Undertake standard development work, such as the creation of basic payroll elements, without supervision and work alongside Functional Analysts in the delivery of more complex or bespoke development items. |
| 2. | **System Testing**  In conjunction with the Functional Analysts, carry out comprehensive testing across the relevant ERP modules for all developments, upgrades and patches including preparation and maintenance of test plans and scripts. |
| 3. | **Advice and Support/Problem Resolution**  Provide specialist functional support with queries and issues raised by ERP module users and escalated from Business Support. Act as subject matter experts to ERP users in order to ensure understanding and to diagnose and resolve queries and issues at the earliest opportunity. Ensure smooth running of functional processes, escalating any issues to Functional Analysts where appropriate. |
| 4. | **System Maintenance**  Maintain the ERP modules, including updating and setting up complex data structures within the modules to meet changing business needs. An understanding of the relationship between the data structures and the impact of changes across modules is required. |
| 5. | **Partnership Working**  Work for multiple Councils and partners across the ERP and related business systems on projects to develop and improve the system to ensure project success across all modules and minimise impact of changes to users. Manage new customer on boarding and TUPE processes, escalating development issues to Functional Analysts where required. |
| 6. | **System Monitoring**  Ensure quality assurance processes are followed for the ERP modules and where needs are identified develop new QA processes to ensure data quality and minimise risk. Ability to communicate recommended processes to all users to ensure consistency. |

7. **User Training**

Maintain user manuals and training materials for ERP modules upon direction Of Functional Analysts. Deliver and evaluate training across multiple platforms to users when required.

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| **Qualifications Required** | **Subject** | **Essential/**  **Desirable** |
| Key Skill Level 4: Bachelor’s degree; HNC; HND NVQ level 4 or equivalent. | No actual qualification required but proven ability to work at this level | Essential |
| Key Skill Level 4: Professional qualification. | Professional qualification in relevant  functional area, e.g. CIPP, CIPD, AAT, ACCA  ITIL | Desirable |

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

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| **Identify Describe** | | | **Essential/ Desirable** | | | |
| **Knowledge** | | | | | | |
| Relevant functional knowledge  (HR, Payroll, Finance,  Procurement management) | | Good understanding of the requirements of the relevant functional area and how they translate into system requirements. | | | Essential | |
| IT Applications | | Understanding of and interest in how IT applications particularly databases work. | | | Essential | |
| ERP | | Working and functional knowledge and experience of using ERP system(s) to be able to support the needs of the relevant functional team and system end users across multiple Councils and partners | | | Desirable | |
| Local Government | | Understanding and awareness of the specific requirements of the Public Sector and in particular Local Government in relation to the ERP system, performance, reporting and information requests. | | | Desirable | |
| **Skills** | | | | | | |
| Microsoft Office applications | | Excellent skills with office applications to produce system documentation and presentations. Proven ability to manipulate data in Excel and to analyse results/output. | | | Essential | |
| Communication Skills | | Excellent interpersonal skills. Able to communicate at all levels including ability to explain and present technical information or solutions in a format and language suitable for the audience. This will include nontechnical professional system users and managers. | | | Essential | |
| Problem solving | | Ability to analyse errors, issues and changes raised in relation to the system and implementing effective solutions to these in a timely manner. | | | Essential | |
| Attention to detail | Ability to analyse data and system performance to spot errors and omissions. Ability to think through possible business scenarios for the implications of a system fix or enhancement. | | | Essential | |
| Planning and Prioritising | Able to prioritise work in a time pressured environment, managing conflicting requirements and resource constraints across the team and multiple Councils and partners, whilst managing expectations openly, fairly and effectively. | | | Essential | |
| Customer Service | Proven customer service skills to support users. Understand the needs of customers. | | | Essential | |
| Initiative | Able to work independently and take appropriate actions without needing direction or instruction from others | | | Essential | |
| Report writing | Ability to use a reporting package like SSRS to produce ad hoc reports. | | | Desirable | |
| Training | Experience of delivering formal training | | | Desirable | |
| **Experience** | | | | | |
| Relevant functional experience  (HR, Payroll, Finance,  Procurement management) | Experience in a relevant functional role, preferably within a large, complex organisation | | | Essential | |
| Database applications | Experience of using database applications, preferably an integrated ERP system. | | | Essential | |
| **General** |  | | |  | |
| Equal Opportunities | Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs. | | | Essential | |
|  | Ensure that reasonable care is taken at all times for the health, safety and welfare or yourself and other persons, and to comply with the policies and procedures relating to health and safety. | | | Essential | |
| GDPR | Awareness of GDPR rules and adherence to the council data governance requirements. | | | Essential | |

**Disclosure level**

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| --- | --- | --- | --- |
| What disclosure level is required for this post? | None X | | Standard |
| Enhanced | | Enhanced with barred list checks | |

**Work Type**

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| What work type does this role fit into? |  | Flexible X |  |  |

**Job context**

The role is within the Business Systems & Enterprise Applications, which is part of the WNC DTI and the core functions are to:

* Resolve complex incidents and requests that have not or cannot be resolved at the first point of contact so that all incidents and requests are resolved with the most cost effective and efficient solution with a minimal disruption to systems & applications users.
* Monitor and manage support call queues. Carry out incident and service request investigation and resolution.
* Liaise with users, colleagues within Business Systems & Application Support and third-parties over support issues, raising and escalating support calls as necessary in order to achieve satisfactory resolution in a timely manner.
* Act as system experts in the use of ERP system and associated systems
* Support in the development and maintenance of the relevant functional module to drive out efficiency savings and to ensure that statutory requirements are met.
* Strengthen our core shared services provision

These functions will be delivered through five areas of focus:

* To be a successful, customer focused, shared service organisation
* To be strong in every area of our service
* To cost effectively grow our core business
* To develop additional services for our customers
* To put our people, our customers and the community at the heart of what we do

**Communication and influencing**

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| **Contact** | **Nature of interpersonal skills used** |
| **Internal** | |
| Core functional users | Advice & technical support on system use and related business processes.  Training, guidance and instruction on system use. |
| Other system users within multiple Councils and partners | Advice & technical support on system use and related business processes |
| Multiple Councils and partners Helpdesks | 2nd line support for incidents, changes and service requests.  Advice & technical support on system use and related business processes.  Training, guidance and instruction on system use. |
| Performance & Information Team | Advice & technical support on system use and related business processes.  Training, guidance and instruction on system use. |
| Other business systems teams | Information exchange. Sharing best practice. |
| **External** | |
| ERP system support providers | Advice & technical support.  3rd line support for incidents and change requests.  New system functionality and other developments. |
| External regulators, legislative bodies, professional and other governance organisations | Legislative and other regulatory requirements. |

**Supervision and work planning**

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

* The post holder works with internal and external stakeholders to support the delivery of the Business Systems service in line with processes, procedures and frameworks in place.
* The post holder is responsible for managing their own personal workload and for the prioritisation of that workload, reassessing on an ongoing basis and adapting priorities accordingly. This will range from immediate tasks to the involvement in supporting project implementation which may span in excess of a year.
* The post holder will be required to plan for monthly and annual tasks linked to the payroll and financial cycles.

What level of supervision is this post subject to?

* The jobholder will have formal one to ones with the line manager every month to discuss workload, updates, information sharing and any ad hoc issues that may have arisen.
* The jobholder will have an annual appraisal to discuss their developments and review progress.
* What type of priorities is the post holder able to set themselves?
* The job holder is able to prioritise their work to meet the deadlines set and reprioritise when necessary.
* If the job holder needs to attend a meeting, they will ensure that other members of the team can support them with fixed deadlines.

What kind of systems, procedures or ‘rules’ are set around the job?

* The development of all ERP systems within the Business Systems management are governed by defined change management processes which should be followed by all Business Systems staff. This involves weekly notification of changes for approval via a forward schedule of change for approval via a change advisory board.

**Problems encountered**

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution?

* The job holder will be responsible for investigating and resolving more complex issues which have been escalated from the Systems Support Officers. They will attempt to resolve the issue using a variety of resources including in-depth business knowledge, system expertise, online resources and partnership working with colleagues. Where the job holder is unable to resolve the problem, they will escalate to a Functional Analyst for support and guidance.
* The job holder may find they have to deal with conflicting demand from a variety of sources. The job holder will be responsible for a number of different work areas with different priorities and impacts upon the business. The job holder must have a consistent understanding of the business impacts and ensure that work items are prioritised appropriately to ensure all obligations are met.

At what point does the post holder escalate a problem to a more senior employee?

* Where a problem requires a higher level of technical skill or knowledge, the post holder will be expected to escalate this to a Functional Analyst or Functional Development Manager for advice and support.

**Decision making**

The post holder makes a decision based on:

* a set process to resolve the problem
* a solution based on their past experience
* seek more information to determine the extent of the problem
* use creative thinking to develop new concepts

Please give an example to illustrate the approach to decision making specified above.

* The job holder will handle a wide range of issues and queries escalated from the system users and will call upon a combination of past experience, information gathering, knowledge of systems, legislation and processes and additional advice from the Functional Analysts and Functional Development Managers.
* The job holder is the primary point of contact for system users with more detailed queries. They will be required to use investigative skills in order to determine the spread of the problem and its root cause.
* The role requires continuous problem solving and creative thinking. It is the responsibility of the post holder to ask intuitive and probing questions to understand the root cause of an issue that is a variation to standard procedure. They will be expected to utilise all available knowledge and information to resolve the issue.

**Freedom to act**

* The job holder has freedom to act in the day to day role to resolve issues as they arise where they will investigate and explore with others the reasons and resolve.
* The post holder is allowed to be flexible and use their initiative and knowledge to recommend changes to work processes to improve the quality of outputs or the efficiency of the task.

**Physical effort and/or strain**

N/A