**System Support Officer**

Looking for a dedicated team member to join a busy Business Support Officer team supporting the professional finance teams across Shared Service partners which includes West Northamptonshire Council, North Northamptonshire Council, Cambridgeshire County Council and Milton Keynes Council to name a few.

**Main responsibilities include:**

1. Perform daily, weekly and monthly system administration controls and processes to ensure data integrity and effective, accurate and timely use of the financial systems.

2. Provide regular and detailed control account and bank reconciliations to an audit standard and within agreed SLAs.

3. Provide second line support and advice for users of financial elements of the Unit 4 Business World application and financial reporting tools. Ensure an effective and regular monitoring of the financial system request queues, taking required actions to keep calls updated in a timely manner and customers informed. Identify any calls requiring colleague attention and notify them for their action as appropriate.

4. Document and maintain all work processes and procedures to assist with future support and maintenance.

5. Complete User Acceptance Testing within ERP using approved test scripts. Contribute to the development of these test scripts to reflect current work processes and future defined requirements

6. Contribute to the team’s development by providing support to ensure that priorities and objectives are achieved, including contributing towards the overall level of performance and morale including contributing towards the effective and on-going implementation of the annual appraisal process.

Ideally, you will be comfortable working with Microsoft packages such as Outlook, Word and Excel.

Finance experience is a big advantage.

Bank reconciliation experience desirable but not essential.

**Knowledge, Experience and training**

**Education, Qualifications and Training**

* Be educated to A level standard or equivalent and preferably hold or be studying towards a relevant financial or management qualification (such as AAT)

**Experience and Knowledge**

* Experience of working in the public sector desirable
* Experience of financial accounting in local government desirable
* Good working knowledge of financial practices and work, including preparation of budgets and final accounts.
* Good working systems knowledge of ERP Gold, preferably as part of an integrated e-business suite and experience of using sophisticated general ledger package
* Be aware of how processes and interfaces interact and impact with other modules within an integrated financial system.
* Be able to demonstrate a good working knowledge and experience of working with and improving financial processes
* Experience of writing and developing financial reports using reporting tools eg Discoverer and Business Objects Planning or equivalent.
* Knowledge of customer focus and service delivery approaches in order to support Help Desk service provision.

**Skills and Abilities**.

* Able to work effectively within a team
* Able to make reasoned decisions in a prompt timescale
* Able to analyse complex issues and give reliable professional advice
* Ability to communicate effectively both verbally and in writing to achieve desired outcomes and be able to influence and negotiate when advising and supporting customers/users
* Initiative and ability to plan and organise their own time to ensure that deadlines and agreed targets are met.
* Ability to innovate and develop good practices on own initiative.
* Ability to maintain high levels of performance under changing conditions, tasks, responsibilities, or people.