

Job Description

Job Title: Business Systems Support Officer

POSCODE: Business & Digital Systems

Grade: S01

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 function as part of the Business Systems Support 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.

Main accountabilities

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1.	<p>Business Systems Delivery Support</p> <ul style="list-style-type: none"> • Monitor and act upon Tier 2 & 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 SLA agreed levels 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.

	<ul style="list-style-type: none"> • Support others in the team with their work as and when necessary. • Analysing and identifying trends in support issues, to then be able to provide a clearer resolution. • Understand the need for technical releases and assist with their deployment with the service areas. • Take direction on the deliverable aspects of supporting the respective systems.
2.	Business Systems Change and Project Support <ul style="list-style-type: none"> • Create high quality configuration documentation / materials, conducting training sessions to 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 their deployment with the service areas. • Ensure appropriate change control procedures are in place and followed for all system reconfiguration. • Provide support for Business Systems Team Projects as required and directed by the Senior Business Systems Support Officer (BSSO) and Team Leader. • Provide additional system testing resources and test scripts for projects delivering upgraded or new systems.
3.	Data Integrity and Quality <ul style="list-style-type: none"> • Provide support for data migration, improving useability of products and improve 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.
4.	Customer Care <ul style="list-style-type: none"> • 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.
5.	Communication and Engagement <ul style="list-style-type: none"> • 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. <p>Ensure you don't become a single point of knowledge and share any service specific developments with colleagues in the team.</p>
6.	Additional Accountabilities <ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • 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.
7.	<p>Health & Safety</p> <p>Ensure the Team and its activities are in full compliance with CCC and the legislative Health & Safety policies and guidance.</p>
8.	<p>Equal opportunities</p> <p>To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.</p>

Person Specification

Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
A Level; HNC; HND NVQ level 4 or equivalent relevant experience.	Any	Essential

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	<p>BSSO's in the Business & Digital Systems area will be expected to have focus in a specific sector, but may need to operate in multiple sectors.</p> <p>These sectors are listed below.</p> <p>Adults Social Care Knowledge and understanding of application support of adult social care systems and related system integrations and relationships.</p> <p>Knowledge of one or more of the following technical areas:</p> <ul style="list-style-type: none"> • Servelecs Mosaic • Related portals and integrations • Power BI and the principles of reporting and dashboards • Data architecture <p>Childrens Social Care and Early Help Knowledge and understanding of application support of childrens social care systems and related system integrations and relationships.</p> <p>Knowledge of one or more of the following technical areas:</p> <ul style="list-style-type: none"> • LiquidLogic • Related portals and integrations • Power BI and the principles of reporting and dashboards • Data architecture 	Desirable

	<p>Education Knowledge and understanding of application support of adult social care systems and related system integrations and relationships.</p> <p>Knowledge of one or more of the following technical areas:</p> <ul style="list-style-type: none"> • Capita One • Synergy • Related portals and integrations • Power BI and the principles of reporting and dashboards • Data architecture <p>Assets, Customer Service and GIS Knowledge and understanding of application support of adult social care systems and related system integrations and relationships.</p> <p>Knowledge of one or more of the following technical areas:</p> <ul style="list-style-type: none"> • 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 	
Literacy and numeracy	Good standard of literacy and numeracy.	Essential
IT Literacy	Good standard of IT literacy, particularly MS Office 365.	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 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.	Essential

Integrity	Make decisions without bias. Explain clearly to colleagues and customers how these decisions will impact on service delivery.	Essential
Respect	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.	Essential
Excellence	Plan and anticipate changes in working practice. Logically identify the best approach in continuing to meet my objectives and deliver excellent outcomes.	Essential
Travel	Ability to travel within the county if required.	Desirable
Creativity	Ability to be creative and use initiative.	Essential
Flexibility	Flexible approach to duties based on changing priorities and timescales.	Desirable
Team Player	A team player and able to work independently.	Essential
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.	
Office Experience	Comprehensive general office experience, including diary management, organising events/meetings.	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
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks
What security clearance is required for this post?	Successful candidates must pass a Baseline Personnel Security Standard (BPSS) check before they can be appointed. BPSS is an entry level security check. It uses the Police National Computer (PNC) to make sure a candidate has no convictions. The check returns evidence of any current criminal record and un-spent convictions under the Rehabilitation of Offenders Act 1974.	

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible	Field	Home
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