

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## **Systems Support Officer**

Digital, Technology and Innovation (DTI), Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

The prime function is to ensure systems are maintained and data is secure primarily by applying the agreed access policies, including the roles and responsibilities of users. To advise when the systems may need to be withdrawn from frontline users in consultation with DTI.

To provide the support; maintenance and advise on the development to system applications supported by the team.

To be the first point of contact within the team and DTI for all guidance, advice and provision of knowledge on the systems defining the functions as they have been implemented and how they can be modified.

## **Accountable to:**

The role is accountable to the Data Management Team Leader. The role sits within DTI, part of the Corporate Services Directorate in West Northamptonshire Council.

## **Responsibilities:**

- 1 Provide the maintenance, support and development to systems (for all environments; including monitor system usage, system backups, performance, data integrity checks). This includes the creation of specific roles and responsibilities within the system (e.g. financial authorisation, secure records, amending contract rates, addition of new suppliers)
- 2 Provide a helpdesk support function (2<sup>nd</sup> line) responding to urgent system failures/issues acting as liaison between staff and IT Services/providers to ensure business continuity, instigating solutions and/or risk analysis, escalating issues to secure swift resolution.
- 3 Test the delivery of new and upgraded software and hot and spot fixes from suppliers, in order that the Directorates Information systems may be operated effectively.
- 4 Be the first point of contact for all forms of guidance, advice and provision of knowledge on systems, including the development and maintenance of the database specification.
- 5 Collate for all systems issues, gather intelligence, monitor developments with the suppliers, maintain an overview of changes in capacity/environment, then distil and report these for consideration by senior management to inform their decisions on Policy.
- 6 Liaise with DTI Services to ensure that project managers / practitioners have the necessary IT environments / equipment.
- 7 Providing a link between services and information systems provider(s) managing changes in/to reference date, software upgrades and releases.
- 8 To be involved with the progression of all projects to enhance, upgrade, develop or maintain the systems; including system testing (includes production of test scripts).

- 9 Import / export data between internal systems / modules and external parties and support with exceptions and/or issues relating to these.
- 10 To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
- 11 Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
- 12 Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Demonstrate effective use of Office 365 with an excellent understanding of Excel and the use of spreadsheets to manage and use data.	Essential	A, I
Good communication skills to discuss and resolve data issues with front line staff either over the phone or in person.	Essential	A, I
Ability to write clear and concise instructions and use language that is easily understood	Essential	A, I
Advanced level of interpersonal skills and ability to establish highly effective working relationships with colleagues and technical IT support providers by using a high degree of courtesy, tact, diplomacy and effectiveness when dealing with people	Essential	A, I
Ability to give clear guidance and advice to team members and work as part of a team	Essential	A, I
Able to influence and negotiate with team members regarding the ease of use of the system for front line staff and improvement requirements	Essential	A, I
Good organisation skills and ability to stay calm when working under pressure, prioritise conflicting demands and meet challenging deadlines.	Essential	A, I
Able to write business reports.	Desirable	A, I

Knowledge:	Essential / Desirable	Measured by
Excellent knowledge of Office 365 applications	Essential	A, I
Knowledge of computerised database, this includes of data structures, maintenance and relationships within systems.	Essential	A, I
Full knowledge of data protection principles and experience of their application	Essential	A, I
Working knowledge of public sector applications eg Capita One / Carefirst / Eclipse / LiquidLogic	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience in using a computerised database.	Essential	A, I
Experience of customer care to help support people (training environment / helpdesk) providing excellent service and support to customers	Essential	A, I
Experience of systems administration/management in a Social Care / Education / local authority environment or equivalent	Essential	A, I

<b>Education, training and work qualifications:</b>	Essential / Desirable	Measured by
Able to demonstrate a good level of education equivalent to GCSE standard in English or Maths	Essential	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37 per week (Full Time)	<b>Primary work base:</b>	Remotely from home/One Angel Square
<b>Job family band:</b>	PS05	<b>Worker type:</b>	Flexible
<b>Salary range:</b>	£30,560 to £32,212	<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

The role This role has been identified as a flexible worker type; this means that you will carry out the majority (3 plus days) of your work remotely from home. You will come into the office for meetings but have a strong reliance on IT/virtual tools.

We are open to discussions about flexible working arrangements.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

