

Role Profile

Job Title:	ICT Systems Expert (Planning and GIS)	Grade:	13/14/15
Department:	ICT and Data Management	Post no:	
Directorate:	Corporate Resources, Business Services Group	Location:	PH, Ealing

Role reports to:	Applications Manager
Direct Reports:	None
Indirect Reports:	3 rd Party contractors

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

JOB DESCRIPTION

PURPOSE OF ROLE:

The key purpose of the role is to be responsible for the design, development, configuration and customisation of ICT systems and applications across specified areas of the council: primarily Planning and GIS systems.

Grade 15: You will be responsible for and manage a range of systems and applications including analysis, design, development, release management, testing and transition and post go-live support including strategic elements.

Grade 14: You will advise upon and supervise a sub-set of systems and applications including analysis, design, development, release management, testing and transition and post go-live support either horizontally across services or vertically along a line of business.

Grade 13: You will develop and support a sub-set of systems and applications including development, release management, testing and transition and post go-live support either horizontally across services or vertically along a line of business at the workstream level.

Grade 15: You will work closely with our strategic partners providing Operational Service delivery and Application support at the service delivery level.

Grade 14: You will work closely with our suppliers providing Operational Service delivery and Application support at the account management level.

Grade 13: You will liaise with suppliers in providing Operational Service delivery and Application support at the BAU level.

In each grade, you will work towards maximising benefits from the partnerships. You will challenge current practices and devise improved ways to deliver value for money.

You will work closely with service areas to ensure that the development, configuration and customisation of systems meets the strategic needs of the service areas, and to ensure that this is done in line with the council's overall ICT strategy.

Grade 15: You will oversee programs of works to ensure the above goals are met.

Grade 14: You will oversee projects within programs of works to ensure the above goals are met.

Grade 13: You will oversee multiple work streams within projects to ensure the above goals are met.

KEY ACCOUNTABILITIES:

- System Experts are directly accountable to the Applications Manager
- Responsible for expert analysis, design, development, configuration and customisation of the council's applications and ICT systems in line with best practice standards (ITIL)
 - Grade 15: Responsible for all aspects of quality assurance of the above processes
 - Grade 14: Responsible for quality delivery to individual product descriptions
 - Grade 13: Responsible for agreeing quality standards with the businesses
- Develop product roadmaps working effectively with internal and external teams.
 - Grade 15: Negotiate key enhancements and developments with suppliers
 - Grade 14: Understand and plan in developments from roadmaps
 - Grade 13: Understand and communicate roadmap implications
- To develop solutions to meet the needs of the service areas, ensuring adequate testing before changes move into support.
 - Grade 15: Use and implement a variety of test techniques e.g. V model or Waterfall and educate the businesses in their usage
 - Grade 14: Plan and execute detailed test scripts up to integration testing level
 - Grade 13: Plan and execute detailed test scripts up to unit and system testing level
- To work closely with third parties as appropriate to understand their product roadmaps and the implications of the development of our systems.
- To communicate effectively to all levels of the organisation, seeking feedback from across all service areas in order to develop and improve systems and applications in line with the needs.
 - Grade 15: Be responsible for directorates in understanding all aspects of ICT changes including finance and assist in Star Chamber bids
 - Grade 13 & 14: Explains and educate directorates in the implications of ICT strategy and supplier roadmaps
- Actively contribute to ICT strategy
 - Grade 15: Shape, plan and agree strategy across their area of accountability
 - Grade 13&14: Advise and inform on strategy in their area of accountability
- To evaluate and advise on options and proposals relating to systems development.
- Identify and undertake benefits analysis of opportunities for improvements to business systems delivery or improvements to business processes resulting from changes to systems or implementation of new business systems.

- Provide Project Management, technical testing and analysis expertise in relation to systems related projects, including risk analysis, deployment, financial control, resource planning and delivery.
 - Grade 15: Understand and manage multiple projects within programs
 - Grade 14: Understand and manage individual projects within projects
 - Grade 13: Act as a workstream lead
- Undertake such activities as required to support the budgetary requirements of the directorate, including identification of savings and forecasting future budgetary requirements.
 - Grade 15 & 14: Manage delegated budgets from directorates including attending budget clinics
 - Grade 13: Monitor project budgets
- Represent both the Council and service area at internal and external meetings of a technical and non-technical nature.

KEY PERFORMANCE INDICATORS:

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KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- ICT management team, Head of Operations, Head of Applications, strategic partner and external Suppliers.
- Grade 15: Up to Exec director Level
Grade 14: Up to Director level
Grade 13: Up to Service Heads

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- Responsible for management of development process.
- Maintaining relationship with key software suppliers and understanding their development strategy and roadmap.

Person Specification

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

The post requires applicants to demonstrate knowledge and practical experience in the following areas:

1. An expert knowledge of administration and support of all key modules of the IDOX Uniform suite of systems. Specifically Environmental Services, PAM, DMS, GMS and ArcGIS along with the including interfaces for data input (iApply, Planning Portal, Licensing etc) . These would comprise a minimum of user support, creation, system admin and security and administration of docloader and DMS interface
2. An expert knowledge of Oracle SQL and Database data including manipulation/analysis/Views/Materialised Views
3. An expert knowledge of SQL Server – SQL and database – views/indexed views
4. Ideally GIS experience both support and development with a major desktop vendor (e.g. MapInfo/ESRI etc), spatial database (Oracle/SQL Server), spatial management system (SLM) and web based GIS (StatMap)
5. Hands on experience of operational changes and system improvement - Requirements Gathering, Analysis, Design, Coding, Testing and Deployment. Excellent problem solving and debugging.
6. Significant experience supporting systems day-to-day, product road-map and enhancement planning including Interpret business and legislative requirements into technical solutions and specifications that meet business needs
7. Experience analysing, developing and deploying complex reporting solutions including delivery on web based html/ASP
8. Has delivered project deliverables in a structured project management environment – e.g. PRINCE2
9. Has good communication skills both written and verbal and has experience communicating and discussing system issues, changes and new requirements with staff up to Director level
10. Has worked in teams and has been responsible for meeting departmental and organisational objectives and priorities

ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g. HCPC)

1. Essential: experience working in an IT support environment

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards