

Wirral Council: Job Role Descriptor

Job Role:	Systems Support Officer
Service:	Systems & Information
Reports to:	Systems Lead Officer
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	BUS
Job Family:	Business Support
Proposed Grade:	Band G

JOB ROLE PURPOSE

Support the implementation of high quality system configuration and development in order to deliver highly effective information/case management/financial systems. Providing high quality support, training and advice to all authorised users of Directorate systems. Identifying gaps and weaknesses in user knowledge, system usage and functionality; to support product development and user best practice and feed into training, product development and reporting work streams.

KEY TASKS

1. Deliver high quality training and support directly to all authorised users of departmental information / case management systems. Taking an active role in system upgrades, User Acceptance Testing (UAT) and roll out of new functionality.
2. Deliver and evaluate departmental information/case management system training courses appropriate to the needs of staff.
3. Provide a 1st and 2nd line response to user issues and ensure resolution for all Departmental systems.
4. Resolve issues locally where possible, escalate product issues to software suppliers, and monitor their resolution. Identify causes and propose methods to mitigate issues.
5. Use system administration tools to recover, correct data, fix errors e.g. roll back/forward).
6. Configure and integrate data between supported systems to meet operational requirements e.g. pick lists, drop down menus, system letters, dynamic forms, security profiles and workflow for implementation via the manager.
7. Deliver planned and ad hoc training courses to support all aspects of systems supported by the team. To become and maintain expert user status for social care systems and be able to use and understand the systems in their entirety.

8. Administer the user accounts of all supported systems – ensure that new staff are sufficiently trained and have appropriate access to all systems. Assist with regular user audit programs. Implementing appropriate user security/permission profiles that are appropriately deployed to users.
9. Support the identification and resolution of data quality issues within supported systems. Assist with data quality continuous improvement work, systems configuration and data integration between systems.
10. Assist in the development and administration of user testing programs alongside new product releases. Support users through the completion of user acceptance testing and work on tasks assigned by the line manager in line with the systems development plans.
11. To be expert users of relevant systems.
12. Develop and maintain high-quality training materials for all systems; including documentation, formal and informal training courses, and self-directed learning materials.
13. Regularly refresh training materials to ensure that they remain current, accurate and keep pace with product developments and service priorities.

KEY RESPONSIBILITIES

People

Inbound and outbound contact with providers and operational teams in response to financial transactions.

Build and develop partnerships and relationships with key colleagues and business partners to support the development and delivery of services in line with local and national priorities and in compliance with legislative requirements.

Monitor confidential/sensitive information to ensure data and subsequent reports are correct and that procedures have been followed. Alerting staff/managers to any inaccuracies.

Participate and maintain links with other Wirral corporate services, such as Finance teams, Human Resources (HR), Information and Communication Technology (ICT), and Policy and with external organisations such as National Health Service (NHS), other Local Authorities, to promote collaborative working across traditional boundaries to tackle shared issues.

Review progress towards team objectives on an ongoing basis and improve systems where appropriate to enhance data quality.

Maintain relationships with system users within the services; attend and contribute to user groups and other appropriate regional and national meetings.

Support users through the completion of user acceptance tests.

Deliver training and support directly to practitioners and via the helpdesk. Deliver planned and ad hoc training courses to support all aspects of systems supported by the team and become an expert user of relevant systems to understand and be able to use all the systems in their entirety.

Financial

Support the integration of the Department's case management and social care financial systems with the corporate financial systems.

Support service teams to accurately record and process financial payments through the case management systems and linked financial systems (approximately £8 - £10 million per annum).

Strategic

Participate in the planning and delivery of a case management system that meets the needs of the Department.

Plan and deliver training and support service for the Department's case management systems.

Have and maintain a good working knowledge of Social Care policies and procedures in order to set up appropriate systems/workflows.

Support the development, revision, consultation and implementation of new policies and procedures as required.

Influence product development and commissioning of new functionality.

Inform managers on technical developments in relation to relevant business areas.

Meet service desk performance measures and assist in the development of the service desk/systems in response to User feedback. Use learning from service desk operations to identify gaps and weaknesses in user knowledge, system usage and functionality: to feed into product development and reporting workstreams.

Resources

Support the examination of existing IT systems and business models, and assist in the analysis of systems requirements, and the development of new solutions.

Work collaboratively with colleagues and internal/external partners to ensure services are delivered in the most efficient and cost effective way.

Apply knowledge, experience and judgement to provide advice to others on system, business process, resource or other issues.

Ensure that all training materials are regularly refreshed to ensure that they remain current, accurate and keep pace with product developments and service priorities.
To ensure that a suitable record is maintained of requests for training, courses delivered and attendance.
Maintain training facilities e.g. equipment.

Ensure that data held on behalf of customers is of a high standard of quality – develop and support both proactive and reactive data quality campaigns in response to both external and internal requirements and priorities.

Planning and Organising

Prioritise workload at short notice if required to meet strategic, local or national requirements.

Work effectively to multiple/conflicting organisational and legislative deadlines, providing a responsive service e.g. produce information to meet court requirements/deadlines.

Decision Making

Anticipate and resolve problems as they arise.

Apply knowledge, experience and judgement to provide advice to others on, system, business process issues.

Deal with more complex issues and fix system errors.

Escalate very complex issues to Managers as required in a timely and appropriate manner.

Identify opportunities for, and deliver change within the service area to ensure continuous operational, performance and efficiency improvement. This includes scoping and leading small projects.

Alert managers to potentially important opportunities and risks.

Escalate issues (including by exception) to Managers as required in a timely and appropriate manner.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- NVQ Level 3 or equivalent and/or substantial experience.

Knowledge & Skills:

- High level of IT skills e.g. configuration, development, fault finding and diagnosis.
- Ability to present clearly and persuasively.
- Ability to demonstrate a high level of presentation skills applicable to all levels of audience.
- Up to date knowledge of the social care work practices, systems, processes and procedures.
- Sound analytical and problem solving capability.
- Excellent understanding of case management systems.
- Excellent understanding of processes in relation to social care.
- Ability to plan and organise a range of activities and priorities within a focused area of service.
- Ability to operate within a complex service area.

Experience:

- Proven experience of working with case management systems.
- Proven experience of delivering training.

Desirable Criteria

Qualifications:

- IT related qualification.

Knowledge & Skills:

- Able to plan own work and work of others.
- Outstanding knowledge of Liquidlogic and associated systems.
- Excellent understanding of processes in relation to Social Care.
- A sound knowledge of Data Protection principles and practices.

Experience:

- Experience of working in a Helpdesk Support environment.

- Experience of developing training materials.

ADDITIONAL WORK ELEMENTS

There may be the occasional need to work out of hours to support the implementation of new or upgraded systems.

Required to move, lift and carry IT equipment for training purposes.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the job role holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the job role holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date
