**Officer Role Profile**

**Role:** System Support Analyst (Capita Axis)

**Area:** Resources / Digital Services

**Reports to:** Gerry McCue-Brown - Application Services Team Leader

**Responsible for:** Technical lead in relation to System Support and Project Work for the Capita Axis (Pay 360) Income Management System

**Grade:** Permanent Career Grade IT05 to IT08 (IT07 expected)

**Role Purpose**

Provision of Capita Axis / Pay 360 expertise supported by a detailed understanding of the application and the associated business functions. Critically the role will provide lead support and maintenance of the council’s Income Management tool and will be the primary resource for the application in all future product upgrades and developments. Expert understanding of the Capita data base structure and MS SQL skills are required to ensure H&F can make full use of the products capabilities while ensuring appropriate controls are in place and adhered to.

Informal training / Knowledge Sharing with colleagues is expected to enhance resilience and the role will extend to other applications and software packages.

The role will:

Lead on the provision of prompt and effective technical support of key corporate business and directorate applications across the Council through resolution of incidents and service requests in line with agreed service agreements, ensuring minimal disruption / loss of service.

Ensure delivery of a high-quality user experience, including fit for purpose systems, and high standards of access, availability, usability, usefulness and excellent standards of service.

Carry out the full range of tasks associated with installation, maintenance, operation and control of the applications. 

Promote “one IT” by delivering an integrated user-focused service which combines our internal teams and a range of IT service providers into an excellent service for LBHF.

 This is a senior role and a commensurate salary towards the top of the Career Grade is expected (IT07)

**Role Duties**

**At level of IT05 you will have proven ability to deliver the following**

1. Provide application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements. Support often involves close collaboration with the system's developers and / or with colleagues specialising in different areas, such as Database administration or Network support, as well as with external system suppliers.
2. Assist with scheduling the work of applications support staff, taking account of individuals’ abilities and the requirements of the work, ensuring all work is carried out and documented in accordance with required standards, methods and procedures and that any applicable configuration management procedures are adhered to.
3. Ensure that requests for support are properly logged, assigned and responded to in a timely manner and according to agreed standards and procedures, ensuring that users and other interested parties are kept informed of progress and that corrective action is taken to avoid or minimise delays.
4. Provide advice and guidance on application security, licensing, upgrades, backups, disaster recovery needs, etc, to colleagues as required.
5. Review releases, upgrades and fixes available from system software suppliers and identify those which merit action, and to develop and implement upgrade plans with fall back contingency plans.
6. Investigate, diagnose and resolve application or database problems, referring to database users, other IT staff and suppliers as necessary.
7. Configure applications system software to ensure that the functionality is fully exploited.
8. In the event of application software failure, collect critical information, analyse all documentation and logs relating to the failure and liaise with suppliers to obtain solutions.
9. Apply and maintain specific procedures and security controls as required by organisational policy and local risk assessments to maintain confidentiality, integrity and availability of business information systems and infrastructure components.
10. Act as routine contact point between IT Service and relevant suppliers and attend regular operational supplier review meetings.
11. Check invoices from suppliers to establish whether they are valid.
12. Maintain the configuration management system, including the configuration management database (CMDB) and the quality management system (QMS).
13. In order to deliver the IT service, you will be expected to work out of hours on occasion in order to assist with planned activities. You will be able to take Time Off In Lieu (TOIL) by arrangement with your manager.

**Proven ability to deliver the following additional duties at level IT06**

1. Manage application or database configuration, including installing and upgrading server and application tools and apply fixes ensuring that all standard procedures are observed and maintaining supplier and user documentation.
2. Manage application or database resources, including allocation of system storage and work with the capacity management function to plan for future storage requirements, preparing cases for additional resources.
3. Monitor trends in application or database activity and ensure efficient access to data, working with data analysis and database design functions where appropriate.
4. Plan and implement application or database backup and recovery procedures ensuring that recovery plans are regularly tested and implement recovery procedures when necessary.
5. Assist the business in defining, justifying (in business terms) and implementing initiatives to make best use of applications to deliver business improvements and efficiencies.
6. Lead on the investigation of operational issues and problems and devise solutions that will contribute to improvements in use of applications and / or new or changed processes / procedures / organisation delivering business improvements and efficiencies.
7. Engage with users and other stakeholders to seek and record their opinions about support services supplied and assess feedback to highlight issues which need to be addressed.

**Proven ability to deliver the following additional duties at level IT07**

1. Be responsible for the end to end support of the application or database configuration and underlying technologies delivering autonomous resolution of complex issues; including patches and service packs for new operating systems.
2. Be responsible for application or database configuration; including complex extract, transformation and load, complex synchronisation and version management.
3. Support colleagues to develop their skillsets and remove any single points of failure within the application support function.
4. Be responsible for scheduling the work of applications support staff, taking account of individuals’ abilities and the requirements of the work.
5. Support the technical architecture platform for application and database configuration, working with the Technical Architecture function.
6. Contribute to service integration for the systems you are responsible for, and the continuous service improvement plan.

**Proven ability to deliver the following additional duties at level IT08**

1. Be responsible for the technology roadmap for the application or database, recommending implementation of future developments which will support on-going best practice.
2. Advise senior management of significant developments with regard to existing and emerging system software and associated technologies.
3. Lead on design of supporting technical architecture platform for applications or databases, working with the Technical Architecture function.
4. Lead on the service integration for the systems you are responsible for, and the continuous service improvement plan.

**SELECTION CRITERIA / PERSON SPECIFICATION**

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| **A** | **Equal Opportunities**  Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace. |
| **B** | **Qualifications:**  **Essential:**  No formal qualification in related area is required but evidence of appropriate training in related areas of procurement and contract management training is expected. Weighting is given to proven capability to deliver the role.   **Desirable:**  Ideally educated to bachelor degree level and holds a relevant professional qualification. |

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| ***Career Graded -****Career grade progression is based on the post-holder demonstrating wider influence across the IT service beyond the core job role, promoting good standards of practice across all teams. The table below indicates how an individual can demonstrate progression.* | | |
| **C** | **Knowledge & Experience:**  **Technical Experience/ Skills/knowledge** | |
| **IT05** | | **IT08 (SFIA level 4)** |
| Confident in the application of automated systems to the support of specific business functions or processes including an understanding of the DEVOPS approach where development and operational staff work together. | | Proficient in the application of automated systems to the support of specific business functions or processes including an understanding of the DEVOPS approach where development and operational staff work together. |
| Familiar with understanding the IT / IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation. | | Proficient in understanding the IT / IS infrastructure, operating systems configurations and the IT applications and service processes used within the organisation. |
|  | | Proficient in the frameworks and principles on which networks, systems, equipment and resources are based. |
| Demonstrates an understanding of current developments in the application of Information Systems and is able to assimilate and interpret advice from specialists - technical or otherwise. | |  |
|  | | Proficient in the use of tools or systems which provides access security control (ie prevents unauthorised access to systems). |
| Familiar with configuration management and version control | | Proficient in the discipline which gives precise control over IT assets by allowing IT management to maintain information about the "configuration items", including hardware devices, computer programs, software licences, documentation, etc. required to deliver an IT service. |
|  | | Familiar with telecommunications and networking protocols. |
| Familiar with corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role. | | Familiar with corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role |
| Familiar with understanding and applying software which enables the user to create, populate and manipulate data structures1. | | Proficient in understanding and applying software which enables the user to create, populate and manipulate data structures. |
| Familiar with the products and services supplied to the organisation by external suppliers2. | | Proficient in understanding the products and services supplied to the organisation by external suppliers. |
| Aware of testing techniques used to plan and execute software tests of application components to verify that the software satisfies specified requirements. | | Proficient in testing techniques used to plan and execute software tests of all application components (functional and non-functional) to verify that the software satisfies specified requirements and to detect errors |
| Aware of the business environment relating to the organisation and closely associated organisations, including suppliers, partners and other public sector organisations. | | Familiar with understanding the business environment relating to the organisation and closely associated organisations, including suppliers, partners and other public sector organisations. |
|  | | Familiar with techniques for identifying, gathering and validating customers’ needs in the delivery of IT services. |

**Leadership and Autonomy**

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| **IT05** | **IT08 (SFIA level 4)** |
| Works under general direction | Works under general direction within a clear framework of accountability |
| With minimal supervision, plans own work to meet given objectives. | Plans own work to meet given objectives and processes |
| Uses discretion in identifying and responding to complex issues and assignments | Exercises substantial personal responsibility and autonomy. |

**Influence**

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| **IT05** | **IT08 (SFIA level 4)** |
| Influences the organisation, users, suppliers and partners. | Actively leads on communication to the organisation, users, suppliers and partners to support transformational change. |
| May have some responsibility for the work of others and for the allocation of resources. | May have some responsibility for the work of others and for the allocation of resources. |
| Makes decisions which influence the success of projects and team objectives. | Leads on decisions which influence the success of projects and team objectives. |

**Complexity**

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| **IT05** | **IT08 (SFIA level 4)** |
| Performs a range of work, sometimes complex and non-routine, in a variety of environments. | Work includes a broad range of complex technical or professional activities, in a variety of contexts |
| Applies methodical approach to issue definition and resolution. | Investigates, defines and resolves complex issues |

**Business Skills**

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| **IT05** | **IT08 (SFIA level 4)** |
| Selects appropriately from applicable standards, methods, tools and applications. | Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. |
| Facilitates collaboration between stakeholders who share common objectives. | Leads collaboration between stakeholders who share common objectives. |
| Rapidly absorbs new information and applies it effectively. | Rapidly absorbs new information and applies it effectively. |
| Maintains an awareness of developing technologies and their application. | Leads in maintaining awareness of developing technologies and their application. |

**Civil and Other Emergencies**

To support the Council’s role in planning for and responding to civil and council emergencies using skills/expertise of the post holder, and in accordance with council emergency procedures. To provide emergency contact details for the purposes of emergency and service continuity plans. To ensure that you have read your Service’s business continuity plan and keep abreast of any updates, so that you know what to do, if the plan is activated. To participate in any testing of emergency plans, as directed and take an active role in making suggestions to improve team plans.

**I.T.**

To use the Council’s office-based and mobile IT services for the input, access and transmission of information using the appropriate level of information security and classification through the use of electronic mail, diaries, word-processing, spreadsheets and databases as well as any specific job-related applications as required to carry out the duties of the post.

**Information Management**

To comply with information rights legislation and the Council’s data quality and information management standards by applying information management related policies.

To report instances of non-compliance, errors, omissions or inadequacies in procedures to the business unit manager.

**Equal Opportunities**

To know and adhere to the Council’s equal opportunities policy and equalities legislation and implement in relation to job responsibilities in employment and service delivery.

**Health and Safety**

To take reasonable care for his/her own health and safety and any other person(s) who may be affected by his/her acts or omissions at work, in accordance with the Health & Safety legislation.

To co-operate with the Council insofar as is necessary to enable it to comply with its duties under relevant health and safety legislation.

**Agile working**

Work under the Council’s Agile working policy and timesheet to assist in providing value for money to clients.

**Safeguarding of Children, Young People and Adults (for all front-line staff in Children’s Services and Adult Social Care)**

To be aware of and work in accordance with the Council’s child and adult protection policies and procedures in order to safeguard and promote the welfare of children and adults and to raise any concerns relating to such procedures which may be noted during the course of duty.

For further information on whether a Standard or Enhanced Disclosure check is required, managers should refer to Disclosure and Barring Scheme guidance

**Attitude Matters**

Your skills and ability are important however, we recruit as much for attitude as we do experience.

We are looking for people who have the following attributes:

**Complex problem-solving**: The ability to work within a complex system and find simple solutions and outcomes that deliver real change.

**Critical thinking**: The ability to challenge the norms through evidence-based approaches using both numerical and critical reasoning and thinking.  You can rationalise decision-making and form views quickly and soundly from a range of sources.

**Creativity**: You take approaches that demonstrate how doing things differently and creatively changes the dynamic in situations.  You can apply creative solutions that deliver hard outcomes.

**People management**: You can get the best out of people.  You have a coaching-style and drive through a commitment to personal and professional development.  You are clear in your expectations and have exception feedback from your team about their working environment. You recognise and support people as individuals.

**Coordinating with others:** You have the knack of working well with others.  You have an appreciation of your own presence and approach and can demonstrate how you have developed and continue to develop how you work with others.  You will also can recognise how others work, think, and feel to get the most out of collaboration.

**Emotional intelligence:** You have a high degree of self-awareness and self-regulation in a wide range of situations from one-to-one conversations to team and group dynamics.  You can recognise motiving factors and demonstrate empathy appropriately applying a wide range of adaptive social skills.

**Judgement and decision making**: You can take rational and evidence-based decisions and take responsibility for your decisions and actions.  Where there is ambiguity or a lack of evidence you can demonstrate the ability to understand the environment and show flexibility in applying your judgement.

**Negotiation:** You can demonstrate an understanding of the range of skills and techniques required to successfully negotiate with a range of other partners.  This includes understanding how to structure and undertake successful negotiation on an organisational-wide level.

**Service orientation**: You must be unequivocal in your commitment and drive for outstanding service delivery.  Both in terms of the quality of products and work delivered as well as the achievement of objectives.  You and your team can demonstrate how your overall contribution to the organisation and service delivers to our organisational aims and objectives.

**Cognitive flexibility**: The ability to recognise the environment in which you work and adapt and shift to this environment to maximise your own personal achievement and lead others in the same approach.  Applying cognitive flexibility to situation of significant change and transformation.

**Who we are**

How we act defines who we are. At the heart of our organisation is a common approach to defining ‘who we are’. We are looking for people that can build this into everything they do.

