Job Description

Job Title: Senior Business Systems Support Officer

POSCODE: Business & Digital Systems

Grade: CCC P1 / PCC GR10

Overall purpose of the job

This role reports into the Business System Team Leader.

The Senior Business Systems Support Officer is responsible for carrying out high quality administrative and support functions as part of the Business Systems Support Team supporting line of business systems across Cambridgeshire County Council and Peterborough City Council . The post holder will have an expert understanding of the line of business IT systems in one or many fields and will be able to resolve all complex support queries and change requests.

The role will also be responsible for:
- Communication with service users and provide advice and guidance on application use.
- Responsible for running reports to support the collation of information to meet business requirements, and to understand the relationship and work, with external systems.
- Managing processes across multiple business systems.
- Effectively manage workloads and multiple priorities.
- Work with the team Team Leader to co-ordinate, manage, test and deliver the release of upgrades of specific systems.

The role will provide expert assistance for upgrades and support the commissioning of new systems. The post holder will be required to provide support within their own team including office support and finance functions.

Main accountabilities

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1.	**Business Systems Delivery Support** • Be a point of escalation and provide support and guidance for Business Systems Support Officers • Manage, monitor and act upon support call queues. Carry out incident and service request investigation and resolution. • Responsible for providing 3rd tier support & specific expertise across multiple applications across CCC & PCC. • Provide guidance, or be a critical friend, to the BSSO in the resolution of tasks. • Provide ad-hoc training as required to colleagues. • Responsible for ensuring all Incidents are investigated and key users are kept up to date on progress. • To analyse users' stated requirements, evaluate alternatives and recommend a course of action.

	• Provide advice to CCC & PCC clients to enable them to make best use of the CCC & PCC hardware and software they have or that could be provided from within the support products portfolio • Plan, schedule and monitor own workload, to ensure that priorities are met and disruption to users is minimised, keeping incidents within CCC & PCC SLA agreed levels to meet performance indicators • Support others in the team with their work as and when necessary • 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.
2.	**Subject Matter Expertise** • Investigate and resolve complex support requests in accordance with SLA's and undertake call logging, monitoring and customer liaison. • Be a point of escalation within team for complex issues supporting junior members of the team • Provide support and advice to carry out user administration, system administration and system configuration tasks as agreed with the relevant application owners. Manage and co-ordinate interfaces between applications, and the associated processes, as agreed. • Provide guidance to less experienced colleagues to ensure that the overall technical quality of their work meets accepted standards. Attend user group meetings for the respective service areas to advise on system functionality and capability • Ensure appropriate change control procedures are in place and followed for all system reconfiguration. • To be responsible for the support of critical business systems, to prioritise workloads and effectively manage issues to ensure optimal service. • Manage the new user application process within the products, including liaising with the service and Operational Services for the required access. • Contribute to the development and management of the team to continually improve the levels of service, quality and performance of the service. • Ensure that all software systems, procedures and processes are effectively documented to agreed standards and kept up to date.
3.	**System Design & Data Quality** • Configure systems to meet the business needs of the department, ensuring integrity and security of the system. • Undertake regular systems quality assurance activities to ensure systems meet internal quality standards and are operating optimally. • Design bespoke systems solutions to support the service area's business procedures including the production of system process maps in line with the service operational procedures. • Co-ordinate the follow-up on complex or in-depth data quality issues and discrepancies. • Develop and maintain high quality documentation, and document control, in order to support business systems change, such as configuration documentation, systems process maps and handover documentation to other teams. In addition, training material to support the training functionality to deliver end user training. • Provide 3rd line support including root cause analysis of problems including escalation to 3rd party suppliers and deployment of changes where necessary. Ensure system

	documentation are updated and procedures for problem & change management are followed at all times.
4.	**Customer Care and Communication** • Liaise with service users on the resolution of complex support issues. • Clearly communicating solutions to complex problems to all relevant stakeholders • Communicate key outcomes to ensure good information flow and liaise with colleagues to gather input where required • Maintain communication with the customer on the resolution of reported support issue. • Maintaining and distributing support and performance information. • Responsible for maintaining a customer service culture that continuously provides exceptional customer service evidenced through customer feedback / customer satisfaction surveys
5.	**Project Support** • Provide support for complex Business Systems team projects as required, and provide direction and guidance to the BSSO role for project delivery. • Provide additional testing resources for projects delivering upgraded or new systems.
6.	**Data Services** • Provide support for the collection and delivery of statutory assessments returns including access to external systems.
7.	**Change Requests** • Design and build of workflows, forms or processes within the line of business system as requested from the Change Control Forum, Legislative changes or Team Leader.
8.	**Additional Accountabilities** • 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. • Supplier events and representing ITDS externally • Provide support for Business Continuity activities • Carry out non-guaranteed overtime and standby in line with operational service needs, this may include ○ Participation in monthly infrastructure maintenance upgrades, updates, or project work.
9.	**Health & Safety:** • Ensure the Team and its activities are in full compliance with CCC, PCC and the legislative Health & Safety policies and guidance.
10.	**Equal opportunites:** • To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Person Specification

Qualifications, knowledge, skills and experience		

Qualifications Required	Subject	Essential/ Desirable
Key Skill Level 4: Bachelor's degree; HNC; HND NVQ level 4 or equivalent; including professional qualification. 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	SBSSO's in the Business & Digital Service area will be expected to have focus in a specific sector. These are listed below. **Adults Social Care** In-depth knowledge and understanding of application support of adult social care systems and related system integrations and relationships. Knowledge of one or more of the following technical areas: • Servelecs Mosaic • Related portals and integrations • Power BI and the principles of reporting and dashboards • Data architecture **Childrens Social Care and Early Help** In-depth knowledge and understanding of application support of childrens social care systems and related system integrations and relationships. Knowledge of one or more of the following technical areas: • LiquidLogic • Related portals and integrations	**Essential**

	- Power BI and the principles of reporting and dashboards - Data architecture **Education** In-depth knowledge and understanding of application support of adult social care systems and related system integrations and relationships. Knowledge of one or more of the following technical areas: - Capita One - Synergy - Related portals and integrations - Power BI and the principles of reporting and dashboards - Data architecture **Assets, Customer Service and GIS** In-depth knowledge and understanding of application support of adult social care systems and related system integrations and relationships. Knowledge of one or more of the following technical areas: - 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	
Line of business systems	Excellent working knowledge of systems related to the role, e.g. relevant social care or financial systems.	**Essential**
SQL and data management	Knowledge of SQL to be able to manage volumes of data, assisting data cleansing, reporting, or other requirements as needed	**Desirable**
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 builds	Be able to interpret service requirements and develop the system to be able to reflect those requirements.	**Essential**
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**
Coaching	Being a mentor and coach to BSSOs	**Essential**

Experience		
IT Systems Support	In depth experience in a IT support environment.	**Essential**
Microsoft Office	Significant experience of the common suite of Microsoft products, e.g. Excel, Word.	**Essential**
Microsoft 365 advanced	Experience of using the more advanced products with the M365 suite, e.g. PowerAutomate, Power BI.	**Desirable**
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

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