

Job Description

Job Title	Systems Support Officer - AbleMe
Grade	Band G
Reporting To	Systems Support Manager
JD Ref	BUS

Purpose

Support the implementation of high quality system configuration and development in order to deliver highly effective information/case management/financial and care delivery 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.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Systems Support specific duties & responsibilities:

Deliver high quality training and support directly to all authorised users of departmental information / case management / care delivery systems. Taking an active role in system upgrades, User Acceptance Testing (UAT) and roll out of new functionality.

Deliver and evaluate departmental information/case management/care delivery system training courses appropriate to the needs of staff.

Provide a 1st and 2nd line response to user issues and ensure resolution for all Departmental systems.

Resolve issues locally where possible, escalate product issues to software suppliers, and monitor their resolution. Identify causes and propose methods to mitigate issues.

Use system administration tools to recover, correct data, fix errors e.g. roll back/forward).

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.

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.

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.

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.

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.

Develop and maintain high-quality training materials for all systems, including documentation, formal and informal training courses, and self-directed learning materials.

Regularly refresh training materials to ensure that they remain current, accurate and keep pace with product developments and service priorities.

Communication, Engagement and Training:

- 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 the care delivery system and to understand and be able to use all the system in its entirety.
- 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.

Data Analysis and Decision-Making:

- 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.
- 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.

Performance Management:

- 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 work streams.



Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- NVQ Level 3 or equivalent and/or substantial experience

Desirable

- IT related qualification.

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 care delivery and 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.

Desirable

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

Experience

- Proven experience of working with developing care delivery and/or case management systems.
- Proven experience of delivering training.

Desirable

- Experience of working in a Helpdesk Support environment.
- Experience of developing training materials.

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).



On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)
- Moving or handling heavy loads

Approved By: Amanda Parry – Mateo – Head of Provider Services

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