Job Description

Job Title	Systems Support Officer
Grade	Band G
Reporting To	Systems Lead Officer
JD Ref	BUS0045G(C)

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.

Main Duties And Responsibilities

Behavioural:

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

- Plan, develop, deliver and evaluate high quality system training and support directly to all authorised users of departmental information / case management systems appropriate to the needs of staff. This includes any ad-hoc training to support all aspects of the systems.

- Develop and maintain high-quality training materials for all systems; including documentation, formal and informal training courses, and self-directed learning materials. Ensuring these are regularly refreshed and keeping pace with product developments and service priorities

- Ensure that a suitable record is maintained of requests for training, courses delivered and attendance. Evaluate the training programme and using feedback to continuously review the training programme.

- Provide a 1st and 2nd line response to user issues and ensure resolution for all Departmental systems. Using system administration tools to recover, correct data, fix errors e.g. roll back/forward).

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

- Assist with the configuration and integration of 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.

- 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.

- Maintain and monitor records of restricted records, ensuring appropriate access is given

- 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. Liaising with audit and reporting issues to managers.

- Take an active roll in system upgrades. Assist in the development and administration of user testing programs alongside new product releases and the roll out of new functionality. Support users through the completion of user acceptance testing and ensuring changes/system outages are communicated.

- Identify and report on gaps and weaknesses in user knowledge, system usage and functionality to both support product development and user best practice and inform training. This will include researching other areas and new developments

- Assist with the coordination of the quarterly user forums, the agenda setting process and help stimulate discussion to inform system design work.

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

- Plan and deliver training and support service for the Department's core 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 work streams

- 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.

Communication, Engagement and Training:

- 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.

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- 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 core systems and to understand and be able to use all the systems in their entirety.

Data Analysis and 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.

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.

- 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.

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Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

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

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- *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 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.*
- *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

- Proven experience of working with 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.

Health & Safety Considerations: Prolonged Repetitive Movements/Actions

- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Head of Service
Date Of Approval: 11th November 2015

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