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| **Department** | People Services |
| **Job Title** | Systems Support Officer |
| **Grade** | Scale 6 |
| **Primary Purpose of Job** | To provide an effective and efficient systems support to users of Information Management systems and other associated departmental management information systems through liaison with other officers, ICT and Education and Social Care Service providers.To offer support and advice to section heads and staff in the use of Information Management systems to support management information, administration and raising standards in the departments and its partners services.  |
| **Reporting To** | Senior Systems Support Officer |
| **Staffing** **Responsibilities** | n/a |

**Main Duties**

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| **1** | To support users of Information Management systems providing on site resolution, helpdesk support and where necessary, liaising with ICT and educational providers. |
| **2** | Provide support, training and advice to managers and staff in the development and use of Information Management systems for management information, administration, and other purposes. |
| **3** | Perform system checks and upgrades in partnership with the necessary ICT providers. |
| **4** | Assist with the evaluation of Information Management systems software releases and make relevant managers aware of the potential. |
| **5** | Manage all upgrades and testing including producing any user upgrade instructions and information for users on changes to the system. |
| **6** | Develop guidance notes on existing modules where required. |
| **7** | To align the information systems to the departments business needs, specifically ensuring that management information needs are met. |
| **8** | Attend and contribute to user groups, conferences, demonstrations and marketing events as required. |
| **9** | Produce both standard and user defined crystal reports and guidance materials for data extraction or data transfer as required. |
| **10** | Undertake regular reviews of operational systems and procedures ensuring that auditable systems are in place and operational to maintain. |
| **11** | Liaison with training providers to ensure that training needs relating to Information Systems developments are identified, planned and defined. |
| **12** | Work closely with systems and technology professionals, whether internal or external to ensure successful delivery of Information Systems solutions. |
| **13** | Pursue electronic communications and information management and promote the use of the department’s intranet as the prime means of communicating information within the Authority. |
| **14** | Keep abreast of Information systems / Information Management developments and technologies and education developments in order to effectively carry out the duties of the post. |
| **15** | Carry out any other duties appropriate to the post at the direction of the data and systems manager |

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| **Date Job Description prepared/updated:** | October 2013 |
| **Job Description prepared by:** | John Livesey |



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| **Department** | People Services |
| **Job Title** | Systems Support Officer |
| **Stage One** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Detailed knowledge of systems implementation, development and integration. | Application Form / Interview |
| 2. | Knowledge of the E-Government agenda and its implications for systems development and integration.  | Application Form / Interview |
| 3. | Detailed knowledge of relational databases and associated reporting techniques and tools.  | Application Form / Interview |
| 4. | A general understanding of information protocols and the data protection act. | Application Form / Interview |
| 5. | Ability to plan work programmes over extended periods and also to meet tight deadlines. | Application Form / Interview |
| 6. | Good interpersonal and communication skills both verbal and written. | Application Form / Interview |
| 10. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Working with senior managers and staff at varying levels within local government or a similar organisation. | Application Form / Interview |
| 2. | Experience supporting information systems in local government or a similar organisation. | Application Form / Interview |

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| **3. Work Related Circumstances** |
| 1. | Willingness to be flexible and attend seminars and conferences that relate to the post | Application Form / Interview |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | Innovative ideas on information systems development. | Application Form / Interview |
| 2. | Hold recognised academic or management qualifications appropriate to the post at degree level with evidence of experience in the area of Information management/ Information Systems development. | Application Form / Interview |
| 3. | Understanding of system development methodologies. | Application Form / Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. |  |  |

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| **Date Person Specification prepared/updated:** | **October 2013** |
| **Person Specification prepared by:** | **John Livesey** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.