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| **Role:**  | Systems Support Officer |
| **Service:** | ICT  |
| **Responsible to:** | ICT Project Manager |
| **Place of work:** | Based in Bolton and working across the services provided by Bolton Cares.  |
| **Salary** | Grade 6 |
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| **Job summary – Main Purpose of the Post:** |
| To provide an effective and efficient systems support to users of ICT systems in the company.To offer support and advice to managers and staff in the use of ICT systems to support management information, administration and raising standards in Bolton Cares.To support the efficient operation of the business through the effective deployment and management of ICT hardware, software and support. |
| **Main Duties**  |
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| 1. To support users of the company’s information systems, providing on site resolution helpdesk support and where necessary, liaising with ICT providers to ensure that they operate effectively and efficiently.
2. Provide support, training and advice to managers and staff in the development and use of information management systems, 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 company 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 intelligence 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 ICT system developments are identified, planned and defined.
12. Work closely with systems and technology professionals, whether internal or external to ensure successful delivery of ICT systems solutions.
13. Pursue electronic communications and information management and promote the use of the intranet as the prime means of communicating information within the company.
14. Keep abreast of Information systems / Information Management developments and technologies 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 ICT Project Manager.
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| **Date Job Description prepared/updated:** | 29/03/2019 |
| **Job Description prepared by:** | Najma Patel |

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| **Department** | ICT |
| **Job Title** | Systems Support Officer |
| Requirements for the post | Essential or Desirable | Method of Assessment |
| **1. Skills and Knowledge** |
| 1. | Detailed knowledge of systems implementation, development and integration. | E | Application Form / Interview |
| 2. | Detailed knowledge of relational databases and associated reporting techniques and tools.  | E | Application Form / Interview |
| 3. | A general understanding of information protocols and the Data Protection Act (GDPR). | E | Application Form / Interview |
| 4. | Ability to plan work programmes over extended periods and also meet tight deadlines. | E | Application Form / Interview |
| 5. | Good interpersonal and communication skills both verbal and written. | E | Application Form / Interview |
| 6. | Innovative ideas on information systems development. | D | Application Form / Interview |
| 7. | Hold recognised academic or management qualifications appropriate to the post at degree level with evidence of experience in the area of Information management or ICT Systems development. | D | Application Form / Interview |
| 8. | Understanding of system development methodologies. | D | Application Form / Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Working with senior managers and staff at varying levels within a large company or local government. | E | Application Form / Interview |
| 2. | Experience supporting information systems. | E | Application Form / Interview |
| **3. Work Related Circumstances** |
| 1. | Willingness to be flexible and attend seminars and conferences that relate to the post | E | Application Form / Interview |
| 2. | A driving licence and the ability to travel between different sites. | E | Application Form / Interview |

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| **Date Person Specification prepared/updated:** | 29/03/2019 |
| **Person Specification prepared by:** | Najma Patel |