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| **Job Title:** | Systems Administrator | **Date:** | 9th March 2020 |
| **Reporting Line:** | Systems Manager | **Salary:** | Grade 6 |
| **Team:** | Finance Systems | **Business Area:** | Finance |

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| JOB PURPOSE |
| Manage, maintain and control a range of corporate procedures in support of the finance systems, ensuring compliance with security and quality standards. Liaise with others to enhance, upgrade, and ensure continued system availability to meet the organisational needs. |

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| **KEY RESPONSIBILITIES**  |
| * Provide technical support and guidance in the use of systems. Produce all reports, guidance notes and policy documents for the systems.
* Undertake implementation of new releases and upgrades and assess their implications for the Authority.
* Administer the security of systems; ensure they comply with existing organisational standards, the Data Protection Act and any other relevant legislation.
* Maintain all system administration functions as required by GMCA and to the supplier’s recommendations and standards.
* Ensure that the quality and accuracy of data is to the standards required against internal and external measures.
* Respond to service request and incidents raised via the service desk system.
* Manage incidents/requests made via the service desk, providing first class technical support/solutions and escalating calls where appropriate, working within an ITIL environment.
* Work with the Systems Trainers to plan and provide training of system users as required.
* Work collaboratively with team members, system suppliers and other external bodies to resolve and provide updates on issues, faults and collaborative pieces of work.
* Introduce and monitor standards, procedures and contracts to maintain optimum service delivery of systems to industry best practice standards.
* Take responsibility for the loading and testing of new software prior to distribution including liaison with appropriate stakeholders; and management of change control procedures for systems.
* Undertake functional development activities using appropriate products to ensure current and future requirements are fulfilled and maintain the reporting layer including creating detailed queries/reports.
* Develop and maintain a schedule for the data capture, data cleansing, user training and data archiving of various systems ensuring the different systems requirements are recognised and actioned.
* Provide procedural documentation to help non- technical colleagues understand technical problems.
* Analyse complex information from a variety of sources and interpret this using IT systems, including mapping software and databases, spreadsheets, word processing and presentation packages pertinent to the analytical process.
* Assist in the development of data sharing protocols with other partner agencies taking cognisance of the requirements of the Data Protection Act, the Freedom of Information Act and other relevant statutory requirements.
* Where required, coach managers to develop effective application and analysis skills, and provide guidance and support on the use of systems and tools to enable them to manage their own processes more effectively.
* Write complex queries, against one or more systems, to produce reports fulfilling Freedom of Information requests (FOI) with appropriate consideration to the Data Protection Act.
* Take a proactive approach to developing functional systems; keep abreast of advancements in the industry including advances in reporting tools/ techniques and advise stakeholders of future developments.
* Attend product user groups and associated seminars in relation to the product.

**General:*** Actively promote the values of GMCA.
* Effectively plan and manage financial resources in own area of responsibility based on an in depth understanding and interpretation of both financial and management information data, in order to deliver public value.
* Identify and contribute to upskilling opportunities for colleagues within and beyond the directorate.
* Build effective relationships with clients, customers and key stakeholders.
* Where required, coach system users to develop effective skills, and provide guidance and support on the use of systems and tools to enable them to undertake their roles.
* Review key performance indicators to identify and address issues arising, spot trends and take appropriate action to learn, share and improve.
* Seek feedback and elicit wider priorities to support and enable colleagues to meet the needs of the organisation.
* Proactively contribute to continuous improvement of systems and processes to ensure procedures, policies and guidance are updated in line with legislative and social changes.
* Develop on-going communication and engagement channels and methods to keep the wider directorate team, internal and external customers up to date.
* Provide positive challenge to colleagues across the organisation in considering how things can be done better and more effectively.
* Conform to the requirements of the Environmental Management System
* Communicate effectively to ensure all relevant stakeholders are informed and up to date with relevant information, statuses and progress.
* Produce, monitor and input accurate information into the relevant systems ensuring all data is up to date and input in a timely manner.
* Accurately prepare documentation, communications and information including letters, emails, contracts and records.
* The role holder will work collaboratively across the directorate engaging with internal customers, clients and stakeholders to provide internal focused consultancy, support and guidance.
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Education, qualifications and associations****Essential*** Graduate Level or equivalent

**Desirable*** Formal qualification in a Computer-related discipline
* Management qualification
* Working towards ITIL accreditation or relevant equivalent professional qualification/Membership

**Knowledge and experience** * An understanding of ITIL best practice
* Systems Administration experience across a range of systems
* Extensive experience of using Microsoft Office and System Development tools, including SQL
* Experience of using performance Management processes and tools and a variety of relational databases and tools
* Good report writing and presentation skills
* Working with confidential information and secure data
* Demonstrable experience of successful implementation and administration of corporate systems

**Specialisms****Financial Systems specific;** * Minimum 3 years’ experience of using, enhancing and administrating computerised financial systems.
* In depth working knowledge of Business World On! or similar computerised Financial System.
* Knowledge of accounting principles.

**Essential Skills & Behaviours*** Well-developed verbal and written communication skills, including report-writing, presentation and facilitation, able to advise / influence at all levels.
* Ability to convey often complex information and guidance in a clear and understandable manner appropriate to the recipient
* Ability to build strong and trusting relationships with clients, customers and colleagues
* Self-motivated with an ability to prioritise and organise work effectively to meet deadlines.
* Ability to collate, critically appraise and present information from a range of sources using excellent analytical skills.
* Team working skills
* Ability to manage the effective implementation of projects.
* Ability to generate new ideas, alternative options and develop realistic and practical solutions.
* Excellent relationship management skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues
* Excellent ICT skills - IT Literacy - experience with Microsoft Windows and the Office application suite
* Ability to build strong and trusting relationships with clients, customers and colleagues
* Clear focus on delivering positive outcomes
* Acting as a role model for the directorate
* Able to work flexibly and independently, covering other areas of the department as required
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**Corporate Duties**

Promote and role model behaviours that ensure no discrimination against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to existing and former colleagues.

Refrain from smoking in any areas of Service premises.

Adhere to all relevant Service Policies and Procedures, behaving in a manner that reflects this.

**Records Management/ Data Protection -** As an employee of the Service, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, microfiche, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a Service employee you are required to uphold the confidentiality of all records held by the Service, whether employee records or Service information. This duty lasts indefinitely and will continue after you leave the Service employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Service’s computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998

**Health and Safety -** All employees of the Service have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Service to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All Service employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** The Service provides a range of services and employment opportunities for a diverse population. As a Service employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.

**NB:** This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required