ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE	:	Neighbourhoods
SECTION	:	ICT Services – Customer, Digital and Business Solutions
LOCATION	:	Floor 2, No1 Riverside, Smith Street, Rochdale
Job Title	:	System Support Officer
Grade	:	Grade 4.
Accountable to	:	Information System Development Officer
Accountable for	:	Not applicable
Hours of Duty	:	37 flexible working hours. A work-life-balance scheme is in operation

Any Special Conditions of Service

Occasional evening or weekend work for which there will be compensation in accordance with local conditions of service.
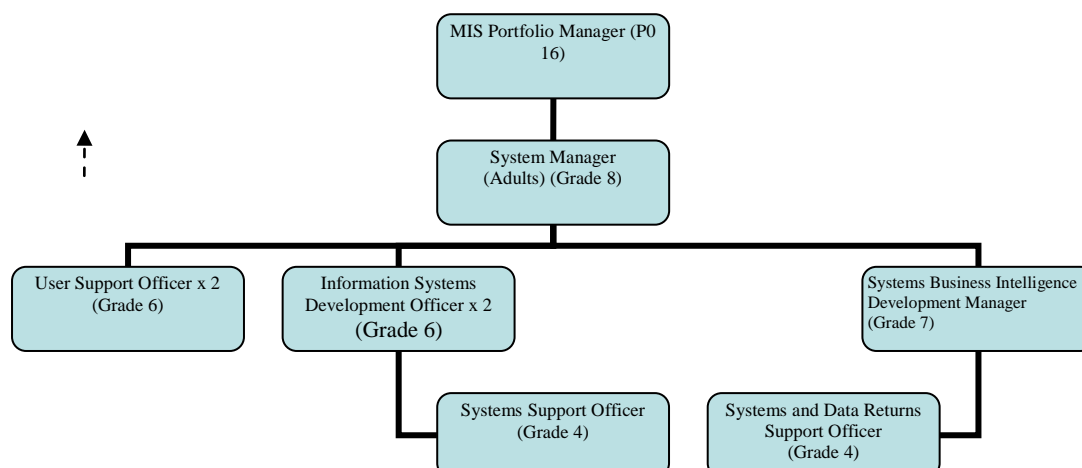
Requirement to travel within and outside the Borough. Requirement to travel within, and outside, the Borough. For car owners, casual car allowance is payable.

The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R M B C.

Appointment to this post is subject to DBS clearance

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART

MIS Portfolio Manager (P0 16)

System Manager (Adults) (Grade 8)

User Support Officer x 2 (Grade 6)

Information Systems Development Officer x 2 (Grade 6)

Systems Business Intelligence Development Manager (Grade 7)

Systems Support Officer (Grade 4)

Systems and Data Returns Support Officer (Grade 4)

PURPOSE AND OBJECTIVES OF THE JOB

The ICT Service is at the forefront of development and change often through implementation of new systems through a variety of projects working across the Council and its partners

The postholder will provide second line support of the systems that support specified services and additional systems used within the Information Unit. The postholder will assist in enabling the effective exchange of management data to the services, Rochdale Council performance board, statutory bodies and Central Government

The postholder will work with various internal services and external agencies to assist in developing and maintaining the systems that support the Services Local and National Agenda's including data sharing initiatives. The postholder will also assist in ensuring that the data held within the line of business application complies with the Data Protection Act The postholder will also work with Services on their Integrated working initiatives, e.g. Schools, Pupils Records DfE, DWP and Health Authority CCG's in relation to connecting to Health, National Care Records, and information sharing requirements.

The postholder will assist in developing and maintain relevant reporting tools to extract, interrogate and collate information from systems and associated applications to provide statistical information for both statutory and management information requirements.

Control of Resources

Personnel
None

Financial
None

Equipment/Materials
To be responsible for effective use of equipment and materials including computer hardware and software and other office equipment.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal
Staff within ICT and other staff throughout the Authority, members of the Council.

External
Employees of the Health Authority, other Local Authorities and other partner agencies as required; Suppliers of Information Technology equipment and software.

Responsibilities

The postholder must -

(i)   Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
(ii)   Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.
(iii)   Must be able and willing to render regular and efficient service to undertake the duties of the post.

Principal Duties

1   To operate as a member of the MIS Team and to provide second line support for the applications that support Adult Care and Children's Services

2   To work with Services to assist in developing and maintaining systems used in or required to enable effective data recording, storage and exchange.

3   To liaise with the Business Solutions Team, other ICT Teams and software suppliers to develop integration between systems and test routines for importing and exporting data.

4   To assist in the development and maintenance of reporting tools e.g., Crystal, Business Objects SQL/PLSQL to assist the ISDO in the extraction, analysis and interpretation of data for management information, statutory PI's and planning and improvement purposes.

5   To support and encourage the effective use of management information; and exchange of data as outlined within the Information Management Strategy and in accordance with the needs of Rochdale Council and Agencies as permitted by agreements and legislation.

6   To provide user support in the creation and usage of reports using reporting tools and Microsoft Office Tools.

7   To assist in training and support for operational employees in the use of the core record systems within the MIS Team,

8   To work closely with other teams in ICT Operations and Business Solutions to develop the systems to support Adult Care and Child Care

9   To provide support with internal services and external agencies to develop and maintain appropriate systems assisting in the development of a data sharing protocols.

10 To take an active part in user acceptance testing of any new applications or modules made available by software suppliers

11 Assisting the Information Asset Owner in identifying and use of Information Assets

Values and Behaviours

1. Approach the job at all times using the values set out in the Rochdale Way:
    - Valuing our people
    - Focusing on customers
    - Acting with integrity
    - Using time and money wisely
    - Working together
    - Always learning and improving

2. Be aware of and apply the Rochdale Way behaviours at all times.

Secondary Duties

1   To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
2   To undertake external training relevant to the post when required as agreed within personal development programme.
3   To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by _____ Date _____

Agreed by Postholder   _____ Date _____

Supervisor   _____ Date _____

Chief Officer   _____ Date _____

Rochdale Borough Council
Person Specification

Service :	Neighbourhoods	Post:	Systems Support Officer
Section :	ICT Services – Customer, Digital and Business Solutions	Post Number :	
Job Ref:		Grade:	Grade 4

Note to Applicants:
The *Essential Criteria* are the qualifications, experience, skills or knowledge you MUST SHOW YOU HAVE to be considered for the job.
The *How Identified* column shows how the Council will obtain the necessary information about you.
If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you MUST include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.
The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

	Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(b)	**Qualifications and Experience**		
1	Describe your experience of operating as part of a helpdesk response in a large organisation, providing problem resolution and efficient escalation.	**E**	AF/I
2	Demonstrate your experience in Information collection, analysis and interpretation	**E**	AF/I
3	Provide examples of your experience in using data extraction tools	**E**	AF/I
4	Demonstrate your ability to provide onsite support for software applications	**E**	AF/I
5	Provide examples of your usage of Microsoft Office Applications	**E**	AF/I/
6	Describe your experience of providing user support for line of business applications	**E**	AF/I
(c)	**Skills and Knowledge**		
1	Provide an understanding of Quality Assurance techniques in order to ensure data is robust and consistent.	**E**	**AF/I/A**
2	Demonstrate understanding of the principles of Data Protection Act (DPA) / Freedom of Information Act (FOIA)	**D**	**AF/I**
3	Describe your awareness of providing training and support for staff using new technology.	**E**	AF/I
4	Details that you have good communication skills including the ability to explain complex procedures clearly	**E**	AF/I
5	Demonstrate your ability to work closely with staff from other teams (e.g. IT Services) and external agencies (e.g. Health Service, Connexions)	**E**	AF/I
6	Provide examples of how you have worked with software suppliers to resolve issues identified by end users of applications	**E**	AF/I
7	Describe your ability to work as part of a team with very tight deadlines for delivery of support	**E**	AF/I
(d)	**Behaviours and Values**		
1	Approach the job at all times using the values set out in the		

	Rochdale Way:	E	AF/I
	☐ Valuing our people		
	☐ Focusing on customers		
	☐ Acting with integrity		
	☐ Using time and money wisely		
	☐ Working together		
	☐ Always learning and improving		
	Please confirm you are willing to adhere to these values and behaviours.		
2	If applying as part of the Armed Forces Scheme: Please confirm your last long term employer was the Armed Forces.	D	AF/I
3	If applying as part of the Armed Forces Scheme: Please confirm you have been looking for a job for 6-24 months since you left the Armed Forces.	D	AF/I