

Role Profile

Job Title:	ICT Systems Specialist (Financial Systems)	Grade:	10, 11, 12
Department:	ICT and Data	Post no:	
Directorate:	Corporate Resources	Location:	Perceval House

Role reports to:	Applications Manager
Direct Reports:	
Indirect Reports:	ICT Systems Administrators, 3rd party contractors
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

JOB DESCRIPTION

PURPOSE OF ROLE:

The key purpose of the role is the improvement of ICT systems and applications for the designated specialist areas within the Applications Team. You will contribute to the delivery of service improvement, systems improvement, release management, acceptance testing, third line support and knowledge base. You will work closely with service areas and our strategic partners to ensure improvements meet the strategic goals of the services areas. The role includes business analysis, small development projects, software implementation, testing, change control, impact analysis, data integrity and migration, security, support and the interpretation of systems, business and legislative requirements into systems solutions, as well as the implementation of small projects.

KEY ACCOUNTABILITIES:

1. Develop allocated packages of service improvement in workstreams within the systems specialism in line with industry best practice standards.
2. To represent the Applications Team on matters related to workstreams within the specialism as required.
3. Develop defined small systems improvement packages within projects with the guidance of the Apps Manager
4. Refer and monitor incidents and problems relating to specialist applications and software and supporting infrastructure managed by Ealing's strategic partner,

- application service providers and other 3rd parties as appropriate.
Liaise with the appropriate parties to assist in the management of incidents and problems through to resolution.
5. Record, monitor and resolve application software incidents referred to for 3rd line support, escalating and referring to other Council application service providers and 3rd parties as appropriate.
Working under the apps manager's guidance to co-ordinate with the internal and external resources to ensure efficient resolution.
 6. Undertake proactive problem and incident analysis, including the provision of innovative solutions.
 7. Interpret business and legislative requirements for defined packages in projects into technical solutions and specifications that meet business needs.
 8. To provide a point of escalation and resolution for systems issues, including referral to other Council application service providers and 3rd parties as appropriate and dealing with escalation issues.
 9. Prioritise own work within parameters set by the apps manager.
 10. Assist in the planning and implementation of new software and configurations.
 11. Produce and maintain process documentation for all development in their own workstreams
 12. To undertake testing and analysis of new software releases and changes to configuration as specified by the apps manager, ensuring agreed quality standards are met
 13. To assist in co-ordinating user testing and acceptance teams.
 14. Contribute to scheduling and management of all system batch processes, printed output, MIS and interface process to and from other systems.
 15. Contribute to planning, agreeing and communicating systems plans and schedules with operational staff at appropriate levels.
 16. Liaise with business directorates to progress and quality assure specified year-end processing requirements.
 17. Maintain a good degree of knowledge of the designated specialist business systems, processes, priorities and legislation.
 18. To have and maintain a good level of knowledge of the business systems and applications.
 19. Contribute to impact analysis activities concerning legislative, policy and procedural changes or new requirements from business areas, identifying and presenting recommendations for solutions.
 20. Contribute to impact analysis of new software or changes to systems, including impacts upon business systems, procedures, processes, performance indicators, training and all other affected functions.

21. To be responsible for ensuring data integrity is maintained for systems and interfaces, including the migration of data where appropriate.
22. Assist the Applications Manager in the design, production and testing of Disaster Recovery processes.
23. Provide output data and reports and advise on interpretation in a business context using enquiry languages, reporting tools and application specific reporting functions. Covering simple reports.
24. Under direct Application Manager guidance liaise with all affected parties in the event of a system change to ensure processes, procedures and training are aligned with changed or new systems functions.
25. Under direct Application manager guidance work on implementation of new software, software versions and configurations, including liaison with internal departments affected and third parties to ensure continuity of service.
26. Under direct Applications manager guidance deliver all aspects of systems security including user creation, deletion, amendment, ensuring users have access at appropriate levels and undertaking regular security audits, where necessary due to specific system requirements e.g. child protection, security, fraud or audit requirements.
27. Actively contribute to specialist systems development groups, including attendance at user meetings, seminars and special interest groups.
28. Contribute to the development of the Systems Improvement Team through sharing of technical knowledge and best practices.

To work out of normal working hours as and when required.

Grade 11 – All of the above accountabilities and to include

29. Lead on allocated service improvement workstreams within the systems specialism in line with industry best practice standards.
30. Lead on defined small systems improvement projects
31. Refer and monitor incidents and problems relating to specialist applications and software and supporting infrastructure managed by Ealing's strategic partner, application service providers and other 3rd parties as appropriate.

Liaise with and coordinate the appropriate parties in order to manage the incidents and problems through to resolution.
32. Record, monitor and resolve application software incidents referred to for 3rd line support, escalating and referring to other Council application service providers and 3rd parties as appropriate.

Working in conjunction with the internal and external resources to ensure efficient resolution
33. Interpret business and legislative requirements into technical solutions and

- specifications that meet business needs.
34. To provide a point of escalation and resolution for systems issues, including referral to other Council application service providers and 3rd parties as appropriate and dealing with escalation and resolution responses.
 35. Dynamically prioritise own work and work of indirect reports.
 36. Produce and maintain process documentation for all critical and complex activities delivered by the Applications Team.
 37. To design, coordinate and undertake testing and analysis of new software releases and changes to configurations, ensuring compliance to appropriate legislation and business requirements.
 38. Take responsibility for scheduling and management of all system batch processes, printed output, MIS and interface process to and from other systems.
 39. Liaise with business directorates to define and produce all year-end processing requirements.
 40. Maintain a high degree of knowledge of the designated specialist business systems, processes, priorities and legislation.
 41. To have and maintain a high level of knowledge of the business systems and applications.
 42. Undertake impact analysis of legislative, policy and procedural changes or new requirements from business areas, identifying and presenting solutions and recommendations
 43. Undertake impact analysis of new software or changes to systems, including impacts upon business systems, procedures, processes, performance indicators, training and all other affected functions
 44. Provide output data and reports and advise on interpretation in a business context using enquiry languages, reporting tools and application specific reporting functions. Covering complex single application reports
 45. Working autonomously, liaise with all affected parties in the event of a system change to ensure processes, procedures and training are aligned with changed or new systems functions.
 46. Working autonomously, implement new software, software versions and configurations, including liaison with internal departments affected and third parties to ensure continuity of service.
 47. Deliver all aspects of systems security including user creation, deletion, amendment, ensuring users have access at appropriate levels and undertaking regular security audits, where necessary due to specific system requirements e.g. child protection, security, fraud or audit requirements. Covering internal audits.

Grade 12 – All of the above accountabilities and to include

48. Refer and monitor incidents and problems relating to specialist applications and software and supporting infrastructure managed by Ealing's strategic partner,

application service providers and other 3rd parties as appropriate.

Liaise, negotiate with and coordinate the appropriate parties in order to manage the incidents and problems through to resolution.

49. Undertake proactive problem and incident analysis, including the design and provision of innovative solutions.
50. Interpret business and legislative requirements into technical solutions and specifications that meet business needs including option benefits and SWOT analysis of competing solutions.
51. To provide a point of escalation and resolution for systems issues, including referral to other Council application service providers and 3rd parties as appropriate and dealing with escalation and resolution responses and co-ordinating responses.
52. Dynamically prioritise own work and work of indirect reports including contributing to tactical roadmap planning.
53. Assist in the planning and implementation of new software and configurations and lead on quality assurance and user acceptance testing.
54. Produce and maintain process documentation for all critical and complex activities delivered by the Applications Team and take responsibility for its accuracy and relevance.
55. To design, coordinate and undertake testing and analysis of new software releases and changes to configurations, ensuring compliance to appropriate legislation and business requirements and be responsible overall for quality assurance of releases.
56. To have lead responsibility in organising and coordinating user testing and acceptance teams.
57. Lead, co-ordinate and develop the activities for scheduling and management of all system batch processes, printed output, MIS and interface process to and from other systems.
58. To consult, plan, agree and communicate systems plans and schedules with operational staff at appropriate levels and manage stakeholder issues as necessary.
59. Maintain an expert degree of knowledge of the designated specialist business systems, processes, priorities and legislation.
60. To have and maintain an expert level of knowledge of the business systems and applications.
61. To be responsible for ensuring data integrity is maintained for systems and interfaces, including the migration of data using ETL techniques where appropriate.
62. Provide output data and reports and advise on interpretation in a business context using enquiry languages, reporting tools and application specific reporting functions for very complex reports possibly using multiple data sources.
63. Deliver all aspects of systems security including user creation, deletion, amendment, ensuring users have access at appropriate levels and undertaking regular security audits, where necessary due to specific system requirements e.g. child protection,

security, fraud or audit requirements. Covering internal and external audits.

64. Represent the council's interests and strategic pathway for its specialist systems in development groups, including attendance at user meetings, seminars and special interest groups to mould opinion, and relate key pathways back to the council.

65. Contribute to the development of the Systems Improvement Team through sharing of technical knowledge and best practices and the supervision and mentoring of junior staff.

KEY PERFORMANCE INDICATORS:

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KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Grade 10 - Team Managers in business areas, Operational Service delivery and Application Support teams, third parties and external Suppliers.
- Grade 11 - Service Managers in business areas, Operational Service delivery and Application Support teams, third parties and external Suppliers.
- Grade 12 - Service managers and Assistant Directors in business areas, Operational Service delivery and Application Support teams, third parties and external Suppliers.

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

Grade 10:

1. Advise on systems impact of policy or procedural change at a business level
2. Advise on procedural changes required due to systems changes
3. Contribute cost benefit analysis of the implementation of new solutions
4. Maintaining relationship with key software suppliers and understanding their roadmap.

Grade 11:

1. Advise on systems impact of policy, procedural and legislative changes
2. Advise on policy and procedural changes required due to systems changes
3. Provide cost benefit analysis of the implementation of new solutions
4. Maintaining and developing relationships with key software suppliers and understanding their development strategy and roadmap.

Grade 12:

1. Advise on systems impact of policy or procedural change at both tactical and strategic level.
2. Advise on policy, procedural, operational and strategic changes required due to systems changes
3. Provide detailed and accurate cost benefit analysis of the implementation of new solutions using tools such as earned value, technical evaluation documents and project management techniques.
4. Maintaining and developing relationships with key software suppliers, engaging in the account management and SLA processes and understanding their development strategy and roadmap.

Person Specification

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

1. Extensive experience supporting Finance Systems Software modules including Financials (AP, AR and GL), Logistics and Budgeting. The Council uses Unit4 Business World/Agresso.
2. Business process knowledge in these area
3. Experience supporting payment solutions software and integration to Finance systems. The Council uses CIVICA payment systems.
4. Experience working with file transfer software
5. Experience interpreting legislative and operational requirements into high – level technical systems specifications and then proceed to develop and implement them
6. Ability to manage and re-prioritise work in constantly changing and challenging environment for own workload and for that of team
7. Extensive experience extracting IT system data and then using that data to produce management or operational reports
8. Experience using database interrogation tools such as SQL
9. Knowledge of formal change management processes in an ITIL environment
10. Good level of knowledge in the use of MS Office applications
11. Experience of batch process scheduling and monitoring
12. Experience working as part of a team to achieve departmental and organisational objectives

ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g. HCPC)

- ITIL qualification or experience working in an ITIL environment
- Prince 2 qualification or experience working in a structured project delivery environment

Values & Behaviours

Improving lives for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards