

Rutland County Council

Job Description

Job Title:	System Support Officer
Grade:	SO1
Department:	People Directorate
Team:	Business Intelligence
Line Manager:	Business Intelligence Manager

Purpose of the Job:

The post is to support information management systems for services delivered and commissioned by the People directorate. The post-holder will develop and maintain systems ensuring they are configured to support business processes and ensure the timely capture, extraction and processing of data to inform understanding of performance and service improvement.

Key responsibilities:

1. To provide first/second line helpdesk support to users of case management systems (currently LiquidLogic, Capita), including more complex issues which require further investigation/analysis and/or configuration
2. To communicate to a range of colleagues – front-line staff, managers and Heads of Services – the potential and limitations of case management systems
3. Develop and maintain systems which support and inform data warehousing and SQL reporting
4. Provide support, guidance and training for colleagues using information management systems
5. To project manage regular upgrades to information management systems, liaising with suppliers (such as LiquidLogic) and supporting officers to minimise disruption to front-line services
6. Proactively manage business intelligence producing relevant information/reports to support services making key business decisions
7. Lead the development of new ideas for capturing, extracting and collating business intelligence in a clear and precise manner
8. To manage data of a sensitive and confidential nature and extract information in accordance with the Data Protection Act, and other relevant legislation, ensuring its secure transmission where appropriate



9. To monitor, improve and promote data quality across RCC, setting high standards for the use of business intelligence and advising managers on potential improvements and supporting their implementation.
10. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post.

Person Specification

Qualifications	GCSEs (or equivalent) qualifications in Maths and English A Level or BTEC/NVQ Level 3 or 4 (or equivalent) in a related subject Degree or equivalent experience
Experience	Experience of providing system support Experience of system development and configuration
Knowledge	Significant knowledge of information management systems and databases Sound knowledge of data quality and governance Knowledge of data visualisation techniques and relevant software/tools, e.g. Tableau, Power BI or similar
Skills	Computer science, databases and managing/processing information Excellent communication skills, able to deal confidently with staff at all levels, including the ability to understand, interpret and respond to user/management requirements Highly proficient in MS Office, SQL, R programming or similar evidence of advanced numeracy/ statistical skills Effective time management and prioritisation of tasks to meet deadlines Flexible and able to work as part of a busy team and occasionally out-of-hours as service needs demand Able to work on own initiative and be a self-starter, prioritising work with minimum supervision and working under pressure
Values	Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.

