Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title: IT** Systems Administrator | **Director/Service/Sector**  Local Services/Homes for Northumberland | **Office Use** |
| **Band:** 7 | **Workplace: Civic Centre, Blyth** | **JE ref: 3339****HRMS ref:** |
| **Responsible to:** Head of Service  | **Date: S**eptember 2017  | **Manager Level:** |
| **Job Purpose:** Management of the provision of a high quality and responsive Housing applications and systems ensuring correct configuration, proactively monitoring, providing advice and guidance and ensuring business continuity. |
| **Resources** | Staff | None direct; although responsible for providing support and advice to staff, to ensure the delivery of an excellent service to customers and stakeholders. |
| Finance | Required to manage cost related projects as well as ensuring accurate financial postings and reconciliation into the Housing Revenue Account and General Fund feeder systems. Manage considerable amounts of computerised financial data with significant monetary values. |
| Physical | Responsible for the support and security access to Housing Applications and Systems.and the physical condition of ICT equipment provided for the role. |
| Clients | Responsible for all users of the Councils Housing applications and systems and direct work with Housing Services staff, Customer Services staff, Legal team, Fraud Team NCC IT Department |
| **Duties and key result areas:**1. Lead on the configuration and administration of the Housing systems to ensure effective operation and so that end users can access and use the systems as needed.
2. To manage user responsibility and security rules and maintain a library of responsibilities against individual posts and conduct an annual review of same.
3. Manage and maintain the Councils hierarchy to enable accurate production of letters..
4. Liaise with service managers and other specialists within the Corporate Services Department’s HR Division at times of organisational restructure to ensure effective changes to the positional hierarchies as necessary.
5. To manage and monitor the user interfaces and internal batch processing to and from external systems including Repairs, Housing Benefit and Cash.To identify audit trails, control access to audit tools, and conduct an annual review of both.
6. Manage and maintain the system to produce the reports the organisation needs and advise, support and produce said reports as requested.
7. Managing and supporting change in an IT environment.
8. To produce work instructions and training guides for all aspects of the post and Housing applications/systems and train nominated individuals within the Council to ensure continuity of the service.
9. Support the implementation and ongoing development of services and products.
10. Carry out testing prior to release of any new products/services to ensure it is accurate and functioning correctly.
11. Assist and advise users on the use of Housing applications and systems, and solve any associated problems via phone, email or site visit.
12. Liaison with NCC ICT for troubleshooting and to ensure continuity of front line services as and when necessary.
13. Data integrity - monitor and check reports, investigate any anomalies, fix issues and implement any required preventative action.
14. Contribute to the development of the implementation of the Housing system and associated integrated systems. Act as a point of reference and expertise within the Council and for all aspects of the system.
15. Develop sound, professional relationships with managers, colleagues and specialists and work collaboratively with colleagues from other parts of the Council.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. |
| **Work Arrangements** |
| Transport requirements:Working patterns:Working conditions: | Occasional requirement to work at other sites , full valid driving licence requiredFlexible, there is an expectation to attend incidents that can’t always be controlled and planned for, meetings or special events outside normal hours.Office based |

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**PERSON SPECIFICATION**

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| **Post Title: IT** Systems Administrator | **Director/Service/Sector** Local Services/Homes for Northumberland. | Ref: 3339 |
| **Essential** | **Desirable** | **Assess by** |
| **Knowledge and Qualifications** |
| * Knowledge of the main operational, procedural and practical issues relating to the service.
* Educated to A level standard (or equivalent)
* Must have knowledge on Northgate Housing
* Previous experience in a systems administration role
* Knowledge of Oracle SQL and Business Objects
* Knowledge of Microsoft Office and Google applications
* Proven Experience of training IT system users.
* Demonstrate an awareness and commitment to proactive customer care and services.
* Actively undertake ongoing continuous professional and personal development.
 | * Degree or equivalent
 | A, I , R, T |
| **Experience** |
| It is likely that the following range and depth of experience will require at least 3 years experience in a related role in a large organisation (preferably public authority) Successful experience in an IT support and advisory role in a large, complex organisation.* Track record of proactively helping people solve application support problems implementing and communicating timely solutions.
* Evidence of developing and using ICT solutions to meet organisational objectives and improve effectiveness.
* Good understanding of IT systems, the principles by which they work, and ability to specify and satisfy IT requirements.
* Experience of implementing change and revised procedures
* Experience of customising 3rd party software solutions to meet organisational needs
 | * Experience of configuring and implementing NPS Housing and Total Mobile. systems,
* Experience of preparing and implementing training programmes
 | A, I, R |
| **Skills and competencies** |
| * The duties of the post are wide ranging and it is essential that you have a very high level of technical ability (e.g. HR structures design within an IT system, etc)
* Strong interpersonal skills, verbal and written communication skills are essential, as is the ability to produce written reports, documentations and proposals.
* It is essential that you are able to act in a senior position, acting independently, taking the initiative, making balanced judgements whilst being aware of the need to inform management of actions taken.
* Contribute to the vision of the future role of Housing systems administration by remaining aware of changing Local Government requirements and system functionality.
* The ability and enthusiasm to learn new skills at short notice is essential. It is essential that you demonstrate a strong commitment to accepting responsibility, relishing challenge and should be committed to being a strong motivator within the section.
* The postholder must be of a trustworthy character.
 | * Training skills
 | A, I, R, T |

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| **Physical, mental and emotional demands** |
| * Ability to meet tight timescales and deadlines
* Able to deal confidently with a full range of requests and respond in a mature and courteous manner in sometimes difficult situations
* Ability to work to a strict timetable and to a high level of accuracy
* Ability to work on own initiative
* The work requires a lot of concentration, accuracy and attention to detail.
* The post requires the use of discretion and initiative across your area of responsibility with managerial direction when required.
 |  | A, I, R |
| **Other** |
| * Confidential information is maintained within the systems an honest and trustworthy character is essential.
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits