



South Tyneside Council

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE: System Support Officer

GRADE: Band 6

RESPONSIBLE TO: System Support Manager

RESPONSIBLE FOR: Provision of system user and technical support

Overall Objectives of the Post:

To undertake activities including application support to users, maintenance and on-going administration of systems. To maintain a high degree of customer service and adhere to all service management principles and processes.

This post will work as part of the team which supports systems primarily across Children's, Adult and Health Services and some systems across the wider council. The team specifically supports the Social Care Case Management system, Education system, schools management information systems as well as various other mapping systems across the council.

Key Tasks of the Post:

1. You will be responsible for undertaking system support which includes:

- Provision of 1st line support including advice and guidance to system users.
- Creation and submission of change requests and change evaluation.
- Supporting the System Support Manager with release planning and implementation.
- Validation, testing and acceptance into service processes and undertake appropriate test scripting and test execution.
- Supporting knowledge management by documenting related knowledge articles, local work instructions, system configuration, operational and user manuals and ensuring that they are up to date and properly utilised.
- Maintenance of day to day support relationships with 3rd party suppliers and schools.
- Supporting problem management in undertaking diagnosis and resolution of problems.
- System housekeeping.
- System administration.
- Supporting access management by maintaining system specific access rights and undertaking creation, deletion and modification of user accounts whilst ensuring access controls are maintained and regularly monitored and reviewed in conjunction with security policies.
- Assistance with assessment of risk, identifying critical service and system dependencies and defining and implementing countermeasures.

- Research and development of solutions which can be used to simplify or automate IT operations, reduce costs or increase levels of service.
- Supporting the maintenance of the Council's property gazetteer.
- Undertaking the designing and maintenance of forms.

2. *You will provide support to the business to facilitate the accuracy and integrity of application data. This includes:*

- Assisting the business in identifying data errors and supporting the correction of data integrity errors as a result of both system and user error.
- Identifying training needs and supporting targeted training.
- Supporting and inputting where appropriate to continual service improvement.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: RC/KDS

Date: 24.04.18