



South Tyneside Council

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE: System Support Lead Officer

GRADE: Band 7

RESPONSIBLE TO: System Support Manager

RESPONSIBLE FOR: Deputising for the System Support Manager

Overall Objectives of the Post:

You will support the Systems Support Manager to lead the continuous improvement of the case management systems, the maintenance of the systems for the production and effective use of accurate, valid, reliable, timely, relevant and complete information which supports effective decision making; and ensures that the Council complies with statutory responsibilities regarding data returns and regulations.

The post will also support the Information Security related policies and procedures by carrying out risk assessments of security related issues, situations or assets in relation to information governance and advising or escalating accordingly.

Key Tasks of the Post:

- 1. *You will be responsible for leading the maintenance and development of some of the key Council systems, under the direction of the System Support Manager. You will:***
 - Provide a project management approach to system maintenance, including liaising with the services (including schools) to reach mutually beneficial timelines.
 - Co-ordinate and deliver specific systems, data and information related projects, ensuring monitoring and upgrades of these (e.g. Liquid Logic, Education Systems).
 - Contribute information and analysis to the Council's strategic planning framework.
 - Contribute to policy development and advise on related procedures and processes.
 - Undertake risk assessments of ICT information systems and recommend suitable ICT security controls in line with policy, standards, legislation and best practice.
 - Provide excellent professional support that is highly valued by our internal customers and all other stakeholders.
- 2. *You will support the delivery of high quality security services. You will:***
 - Maintain information governance security policies and required controls for the Council and advise on related procedures and processes ensuring compliance with data protection.
 - Monitor developments in related legislation, standards, best practice, security risks and solutions in order to keep the Council up to date in its security practices.

- Conduct security risk assessments when necessary to appropriately consider security risks and issues and make appropriate recommendations.

3. *You will be responsible for delivering your work programme. You will:*

- Effectively manage your workload, yourself and your personal development.
- Demonstrate total professionalism, propriety and value diversity.
- Make a positive contribution to team working and communicate effectively with the public, Councillors and colleagues.

4. *You will be responsible for making a corporate contribution. You will:*

- Understand the Council's priorities and how your role contributes to them.
- Relate your work to Councillors and the people of the Borough in a way that makes sense.
- Contribute to corporate teams tackling cross-cutting issues.

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: RD/KDS

Date: 26/09/2019