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| **Job Description** | |
| **Post title** | Systems Support Officer |
| **JE Reference No** | N8949 |
| **Grade** | 6 |
| **Service** | Resources |
| **Service Area** | Digital and Customer Services |
| **Reporting to** | The post holder will be accountable to the Systems and Development Officer. |
| **Location** | Your normal place of work will be County Hall, Durham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Provide support to key staff in relation to the CRM system; ensuring system access; required changes are made in a timely fashion and issues are addressed.

Work with ICT to identify system errors and agree resolution.

Ensure users are kept informed of changes and issues.

To assist with service improvement activity and the development, maintenance and implementation of ICT solutions.

Implementation and maintenance of effective mechanisms for collating and reporting management information.

Support the development and delivery of training programmes.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Supporting the development and implementation of contact channels for customers; in particular the e-enablement of access to services
* Providing the CRM support function for all users of the system
* Identifying and diagnosing CRM system errors and implementing solutions
* Assisting in the identification, development and implementation of ICT solutions to improve ways of working and enhance customer information.
* Working closely with the council’s ICT and Communications team to enable access to and develop the CRM system across the organisation.
* Participating in business improvement activities, undertaking work packages with projects as directed.
* Testing and supporting implementation of system upgrades and releases.
* Preparing and maintaining procedural notes and manuals in line with improvement activity.
* Carrying out research and benchmarking activity to support improvement activity
* Assisting with the development and delivery of comprehensive training in relation to system improvement changes and ensuring compliance with government legislation.
* Implementing and maintaining effective mechanisms for the collation and reporting of management information and customer intelligence from a variety of systems
* Adhering to the Council’s Data Quality Policy (and related processes).
* Building and maintaining strong working relationships with relevant teams within the Council.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | NVQ Level 3 or equivalent in a relevant subject and/or relevant experience in a system support and configuration role. | Evidence of continuous personal and professional development |
| Experience | Proven experience in a system development /support role  Experience of introducing new systems or new ways of working.  Proven experience of working with CRM systems and functionality | Experience of working within a local government environment |
| Skills & Knowledge | Aptitude and desire to provide excellent customer service.  Excellent interpersonal and communication skills  Ability to manage and prioritise own workload and ensure tasks are completed accurately and within the prescribed timescales  Ability to analyse and solve problems  Ability to deal with confidential matters sensitively  Ability to work effectively as part of a team | Ability to develop and deliver training programmes  Familiar with business process improvement tools & techniques |
| Personal Qualities | Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance).  May be required to work outside of normal office hours. |  |