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### ADULT SOCIAL CARE AND COMMISSIONING

**PERSON SPECIFICATION**

**POST TITLE:** Senior System Support Officer

**GRADE:** Band 7

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|  | **ESSENTIAL** | **DESIRABLE** | METHOD OF ASSESSMENT |
| **Educational Attainment** | * Appropriate professional qualification and/or relevant degree * And/or relevant work-based experience/qualifications | * Project management accreditation | * Application form * Certificates |
| **Work Experience** | * Experience of delivering complex projects * Experience of project management * Experience of partnerships and making them work * Relevant work experience in an ICT system and user support * Relevant work experience in an ICT application support environment * Experience of upgrade management including planning, testing and implementation | * Experience of working with social care case management systems (i.e. Liquid Logic), education systems or mapping systems * Experience working with property gazetteers or GIS * Experience of supervising staff | * Application form * Interview * References |
| **Knowledge/**  **Skills/**  **Aptitudes** | * Advanced level IT skills to quickly and efficiently use a wide range of common Office software including Word, Excel, PowerPoint and Project * Clear decision-making ability with the facility to solve problems, judge complex situations, innovate, and assess when to escalate issues * Good organisational skills * Good interpersonal skills * Able to communicate clearly, patiently and effectively with customers, management and staff * Capacity to learn and share learning with others | * Understanding of the Local Government context * Understanding of entire Children, Adults and Families agenda * Knowledge of data protection, confidentiality and related issues * Knowledge of Business Applications e.g. Liquid Logic LAS and Liquid Logic LCS, RM, GIS. | * Interview * References |
| **Disposition** | * Flexible, reliable and well organised self-starter with a planned and structured approach to project delivery in order to manage several work streams simultaneously * High performing and motivated team player with the determination and focus to drive projects through to implementation and exceed customer expectations * Able to organise workload, prioritise competing demands and work to deadlines * Able to maintain confidentiality and security * Able to engage and motivate a wide range of client groups * Flexible approach to work * Committed to the principles of equality and diversity * Committed to ongoing professional development and learning | * Customer focussed * Friendly and approachable * Able to work effectively both individually and as part of a team * Ability to work under pressure to meet deadlines * Methodical and organised in approach to work * Flexible approach to work * Adaptable to change | * Interview * References |
| Circumstances | * Prepared to work out of normal office hours as required |  | * Application form * Interview |