

Grading

Job Description and Employee Specification

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<u>Job title:</u> Systems Officer	<u>Service area:</u>
<u>Post number:</u>	<u>Division:</u>
<u>Grade:</u> Leave this blank	<u>Section/team:</u>
<u>Overall purpose of job:</u>	
<p>Lead on projects to develop and implement new processes and new systems and to be responsible for the management and maintenance of the department's Information Technology systems.</p>	
<p>Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.</p>	
<u>Main responsibilities:</u>	
<ol style="list-style-type: none"> 1. Support the Group Manager – Customers and Strategy in delivering system changes to manage the service effectively. 2. Be the lead on all systems used in Waste Services for reporting/identifying trends/SQL/importing etc. and database creation across the division. 3. Be the lead on training staff on all systems used within Waste Services. 4. Create and maintain dashboards to enable day to day management of jobs. 5. Responsible for keeping abreast of IT developments and explore system potentials and look for IT solutions in new areas. 6. Undertake requests for systems developments and assist in the delivery of the IT Action Plan. 7. Assist/lead on projects that will improve customer engagement/satisfaction (both internally and externally). 8. To be the systems administrator and undertake maintenance and upgrades of IT systems across Waste Services. 9. Designing reports on performance for senior managers to help improve operational performance and to ensure that systems are effective for operational users. 10. Ensuring that all systems are kept up to date to ensure compliance with DPA/FOI by maintaining the systems integrity and security/data quality by regularly reviewing. 11. Ensure that systems meet the council's information security policies. 12. Liaise with Operational Business Managers and Operations Managers on round information to ensure accuracy of information and most effective use of resources. 	

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Knowledge, skills and experience:

Experience of different software packages, including spreadsheets (Excel), databases (Access), word processing on Microsoft Word and e-mail.

2. Specialist knowledge of service specific databases.
3. Substantial experience of database reporting/importing.
4. Experience in developing service specific databases and implementing improvements.
5. Experience of good customer care skills.
6. High degree of literacy, numeracy and accuracy.
7. Knowledge of Data Protection and Freedom of Information.
8. Experience of producing timely reports to a variety of audiences.
9. Able to work as part of a team or on own initiative.
10. Experience on leading IT related projects.
11. Ability to work to tight deadlines and constantly changing priorities.

Creativity and innovation:

1. Apply creativity to be able to fix user problems within the systems to enable operational services to continue and giving technical advice and information and dealing with complex issues.
2. Use knowledge to suggest innovative ways to develop and improve systems.
3. Work with IT and external suppliers to develop new approaches and ways of working to existing systems.
4. Create methods of improving performance and data quality.
5. As part of the team develop new processes and systems across a range of services.
6. Implement system upgrades and patches.
7. Design and create reports/dashboards and import data using query languages etc.

Contacts and relationships:

Daily contact with Line Manager regarding service management direction.

2. Daily contact with team members, fixing user problems to enable operational services to continue and giving technical advice and information.
3. Regular contact with external suppliers and contractors to plan and undertake projects or resolve problems.
4. Regular contact with Corporate IT to plan projects or resolve problems, developing new approaches and ways of working to existing systems.
5. Daily contact with employees from the operational divisions to resolve issues/training/discuss developments.

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6. Contact Centre staff and Local Link Staff over CRM issues, which may require detailed assessment and responses to issues.
7. Staff from other departments within across the council on project groups or information gathering.
8. Occasional contact with senior managers within the directorate for reporting purposes.
9. Occasional contact with elected members for reporting purposes.
10. Occasional contact with members of the public.

Decision making:

1. Decides on the best approach to implementing day to day solutions and system upgrades, ensuring system downtime and any disruption to the users working day is kept to a minimum.
2. Decides on the most appropriate solutions to user problems, ensuring solutions do not affect the user's ability to deliver their services.
3. Recommending information systems to support the business needs of the department based on knowledge and experience.
4. Monitoring the compliance with established procedures by users of these systems and recommending action to correct.
5. Assist in programming reviews of departmental systems to evaluate their effectiveness and contribution towards improving service delivery.
6. Routine decisions relating to the day to day workload of the post and the systems maintenance.
7. Decides how best to use the reporting tools and how to deliver reports to operational managers.
8. Decisions made will ultimately have implications on customer engagement/ satisfaction, and will have an impact on how staff across the directorate work when using the various systems in place.

Responsibility for resources:**Financial resources:**

None

Physical resources:

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Equipment used in course of normal duties - phone, laptop, projector, computer.

WORK ENVIRONMENT**Work demands:**

Regular deadlines have to be met, including delivering on major projects.

Time management skills as regular interruptions will occur from users.

Urgent response to internal and external requirements to keep key systems working.

Physical demands:

The post holder will mainly be working in a normal office or meeting room environment.

The principle physical demands are sitting, keyboarding, standing (to give presentations), driving and walking.

Working conditions:

The post requires attendance at a wide range of offices and operational depots.

In office 80%

Out of office 20%

Work context:

The post will be working mainly from offices and operational depots.

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Position in organisation:

Indicate how many staff the post is directly accountable for:

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Are posts in more than one location? Yes ☐ No ☐

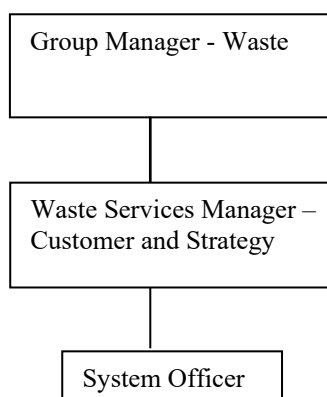
Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?

Yes ☐ No ☐

Please indicate which post(s)

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



Job Description Version Control

Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<ul style="list-style-type: none"> • Experience of different software packages, including spreadsheets (Excel), databases (Access), word processing on Microsoft Word and e-mail. • Specialist knowledge of service specific databases. • Substantial experience of database reporting/importing. • Experience in developing service specific databases and implementing improvements. • Experience of good customer care skills. • High degree of literacy, numeracy and accuracy. • Knowledge of Data Protection and Freedom of Information. • Experience of producing timely reports to a variety of audiences. • Able to work as part of a team or on own initiative. • Experience on leading IT related projects. • Ability to work to tight deadlines and constantly changing priorities. • Able to transport self around North Lincolnshire. 	
Knowledge, Skills and Experience	Interview
•	
Education, Training and Qualifications	Original documents
•	
Working Arrangements	Interview
• Able to transport self around North Lincolnshire.	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
•	
Knowledge, Skills and Experience	Interview
•	
Education, Training and Qualifications	Original documents
•	
Working Arrangements	Interview
•	

THE POST IS SUBJECT TO:

Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

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Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Political restriction			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
The ability to speak fluent English under the Immigration Act 2016			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

• Version Control	
Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021