

**FALKIRK COUNCIL
JOB DESCRIPTION**

Section A *Job definition*

Job Title	• Systems Support Officer
Service	• Corporate & Housing Services
Location	• Inchyra Depot Grangemouth
Current Grade	• H

Section B *Organisational Relationship*

ABOVE:

- Property and Asset Manager
- Snr Building Operations Co-Ordinator
- Building Operations Co-ordinator

Section C *Job Purpose*

- To support, monitor and develop Corporate & Housing Services information systems and operational systems, and to ensure that our systems are developed, co-ordinated and consolidated where possible to meet the operational and management needs of the Service;
- To be responsible for the day-to-day administration of our IT systems within Housing and Property's Operational Services by managing Total Mobile & Tracker Technology , including arranging appropriate systems access for staff;
- To provide management reports on the Services information systems, and on ICT related issues, including customers, services and performance information in relation to Housing and Operational Services in respect of the Workflow Scheduling Team and other Housing and Operational support teams;
- To arrange the provision of relevant training for staff in the use of our information systems, in co-ordination with administrative staff and software suppliers;

Contribute to the work of the Performance & Compliance Section as required in particular in relation to reports for the Productivity and Costings for the Operational Support for Property Operational Services

Section D

Key Responsibilities

Information/Research Related Tasks

- Co-ordinate and develop the presentation of performance monitoring and management information reports, and present findings to Service management, staff, Councillors, or Committee meetings, on a range of Corporate & Housing Services, Performance and IT issues, in the form of briefing notes, presentations for training sessions, etc. and obtain statutory information for submission to external organisations.
- Co-ordinate/assist with the research and analysis of strategy and operational service delivery related issues, such as customers, services, service standards, statutory performance indicators, finance, and ICT related issues.
- Co-ordinate/assist with the development of relevant databases to facilitate research, and the provision of management and performance information.

Section E

Accountability

The post holder is accountable to the Building Operations Co-ordinator for all aspects of workload. The key areas of accountability are day to day system support and where deemed appropriate, the development of Corporate & Housing Services information systems in line with ICT security procedures. This includes the development of new and innovative IT solutions; and the identification, prioritisation, and progress monitoring of ICT Development Request Documents and ICT Support requests.

CAPITA, CIVICA, Keystone, Open Contractor, and mobile working solutions are key operational systems not only for Housing and Property Services, but also for other services within the Council and other partners such as Finance Services, Central Scotland Police, the NHS, Criminal Justice and in terms of our single outcome agreement (SOA) performance indicators. These other agencies and services depend on Corporate & Housing Services IT systems to co-ordinate homelessness assessment, housing allocations, estate management service provision, MAPPA high risk offender profiling and other key workloads. The Housing Services IT systems also link with other key operational IT systems for financial management, income management and other databases for asset management and health and safety.

It is the responsibility of the post holder to ensure that these essential systems are properly supported and developed and that any problems identified are dealt with urgently. The impact of system failure would be significant for these Services and for the efficient operation of the Housing & Property Services service to customers. The post holder is responsible for developing systems in co-ordination with other Housing & Property Services IT systems and with systems users and managers across Housing & Property Services. The post holder will also be responsible for providing technical advice to senior managers on our IT systems, their functions and strategic issues relating to their development.

Section F

Knowledge, Skills and Experience

The post requires a wide range of technical knowledge and skills relating to ICT systems, database management, reporting, and ICT infrastructure issues, particularly of the Housing & Property Services key systems. Knowledge of how to deal effectively with the interface issues between IT systems and front line users is also required. The post requires sound verbal and written communications skills, reporting skills, and the ability to organise a range of workload tasks. Experience of supporting IT systems and users, and of prioritising a wide range of tasks is required. The post also requires skills and experience of communicating technical IT issues to a range of system users and managers who are necessarily much less technically informed.

Section G

Demands

The post holder needs to be able to operate in an environment requiring fast and effective responses to a range of different and often complex technical problems that arise within the system. They also need to be able to operate proactively, via prior anticipation of technical problems. Both of these skills require the ability to apply sound professional judgement about the most appropriate response to deal with technical problems. The post holder will be required to carry out planned work using project management methods to achieve results.

The post also requires technical and analytical knowledge and skills relating to collating and analysing information relating to Housing Services and the IT systems in use, and preparing information and performance reports for all levels of staff within the Service, in addition to external organisations and meeting statutory requirements. Sound judgement is required in interpreting this information as well as skills in the presentation of information. Information must be handled with discretion as the post holder will have access to confidential information. The Post Holder will be responsible for liaising with the operational costings and productivity staff in relation to mobile technology in respect of systems management for financial processes. The post holder must take reasonable care for their own health and safety and that of others whilst at work, to co-operate with Managers and the Council in order to comply with safety regulations and the Corporate and Service Health and Safety Policy.

The post holder will require to ensure that Corporate and Housing Services access control, system security and business continuity policies and strategies are maintained and complied with by service users.

Section H *Communications and Contacts*

The post requires communication with a wide range of contacts from internal front line staff through to senior managers within Housing Services. The post also requires liaison with other Services within the Council (ICT) and with external ICT suppliers and software companies. The post holder will be required to represent Corporate & Housing Services through these contacts.

Section I *Environment*

The post holder may be required to visit local housing offices on a regular basis, and to contribute to ICT related meetings out with the normal work location for the post.

Agreed by: Date: 8.3.17