

JOB PROFILE

Post Title: ICT Systems Development Officer – Finance and HR

Post No: A04082

The ICT Systems Development Officer- Finance and HR is responsible, through the Executive Manager – Finance, for the management, development and support of ICT information systems in the Finance and Human Resources services.

The post holder will work in collaboration with another ICT Systems Development Officer to monitor, maintain and develop the systems and applications utilised by Finance and HR Services. The post holder will be involved in project-based work alongside colleagues within both Finance/HR Services and ICT to develop specifications, define system requirements, implementing systems and in order to provide ongoing system support.

Specific tasks of the ICT Systems Development Officer - Finance and HR include:

- To develop and maintain business solutions using Microsoft Access to provide enhanced functionality not provided in the Finance/HR standard systems.
- To develop and maintain business solutions using development tools available in SQL Server and Oracle Relational Database Management Systems (RDBMS) including the use of stored procedures, functions, views, triggers and indexes to provide enhanced functionality not provided in the Finance/HR standard systems.
- Management reporting and analysis. To produce complex and ad hoc corporate management information reports and analysis to users both within and outwith the Council.
- Fulfilling the role of database administrator (DBA) for designated Finance/HR Service databases residing on SQL Server and Oracle RDBMS. DBA tasks include:
 - monitoring and allocating system storage and planning future storage requirements,
 - monitoring and optimising the performance of databases,
 - monitoring and controlling user security,
 - planning for backup and recovery of database information,
 - setting up and monitoring of backups.
- Management and organisational development. To improve the quality and speed of service delivery provided by Finance/HR Services by utilising modern technology and information systems. To analyse existing systems and business procedures used by Finance/HR Services with a view to identifying and implementing improvements.

- To manage system performance. To monitor and configure systems and applications to ensure they run at their optimum capacity to provide fast response times to users.
- To provide support and maintenance of Finance/HR ICT systems, including the troubleshooting and issue resolution of time critical systems as deadlines approach.
- To act as an ICT Systems liaison officer for designated Finance/HR ICT systems with the ICT Service.
- To provide advice and recommendations to ICT Services on RDBMS database development and database administration matters.
- To work in conjunction with ICT Services and system owners to upgrade existing Finance/HR systems, ensuring that they remain up to date and fit for purpose.
- To co-ordinate and install upgrades and patches for designated systems and applications, ensuring they remain up to date and fit for purpose, sharing information on these with system owners where appropriate.
- To deliver coaching on Finance/HR systems and applications, where required.
- To keep up to date with new developments in relevant Finance/HR systems.
- Liaise with system suppliers, national and local system user groups to ensure effective data management.
- To provide help and advice to colleagues within Finance and HR Services to ensure that the systems are being used to maximum benefit.
- To monitor systems against contracted levels of service to ensure suppliers meet their contractual obligations.
- To lead and/or participate in projects applying PRINCE 2 methodology for relevant corporate ICT systems.
- To provide advice on the strategic development of internal digital service delivery, to support continuous improvement and business transformation.
- To provide and update User Procedures and Standards documentation for Finance and HR Services systems.

From time to time, the Council may require the post holder to undertake duties outside of those specified.

PERSON SPECIFICATION

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	ESSENTIAL	DESIRABLE
<u>Personal Features/Qualities</u>	<p>Creative and strategic thinker</p> <p>Ability to work to strict deadlines</p> <p>Ability to work under pressure</p> <p>Assertiveness</p> <p>Strong analytical and organisational skills</p> <p>Attention to detail</p>	
<u>Relevant Experience</u>	<p>Knowledge of computer systems including business application software and management information systems, the internet, public information systems, wireless solutions and Microsoft office/windows applications.</p> <p>Experience of working as part of a team.</p> <p>Experience of communicating with a wide range of audiences</p> <p>Proven experience of business process improvements within a Service area</p> <p>Experience of developing databases.</p>	<p>Experience of all aspects of project management.</p> <p>Prince 2 or other project methodology experience.</p> <p>Experience of designing and/or delivering ICT systems training.</p> <p>Experience of developing Microsoft Access databases.</p> <p>Experience of communicating with a wide range of audiences</p> <p>Proven experience of implementing ICT system projects.</p> <p>Proven experience of change management</p>

	ESSENTIAL	DESIRABLE
<u>Education</u>	Possession of a Degree or equivalent in a relevant subject area.	Advanced technical qualifications such as Microsoft SQL Server Certification, Oracle Certification or Microsoft Access Certification.
<u>Skills, Abilities and Knowledge</u>	Thorough understanding of structured query language (SQL)	Knowledge of all aspects of the project life cycle
	Good ICT/technical skills	Knowledge of systems used within SIC Finance and HR Services e.g. CHRIS, Altair, Integra, AIM, Open Revenues.
	Good listening skills	Demonstrates up to date knowledge of Finance and HR systems development
	Good organisational skills	Knowledge of Finance/HR Systems used within Public Sector Organisations e.g. Local Authorities, NHS
	Good problem solving skills	Coaching skills
	Ability to communicate effectively with both ICT and non ICT specialists	Good negotiating skills
	Ability to foster good teamwork	
	Ability to work without direct supervision.	
	Ability to manage conflicting priorities	

Allowances: Distant Islands Allowance
 Evaluated Grade: J
 Date of Evaluation: 04/04/2013
 PVG Membership: N
 Disclosure Check: N
 Date of Last Amendment: 22/11/2017