



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: System Support Officer

Grade: SO1

Directorate: Law & Governance

Department: Business Intelligence

Responsible to: System Development Lead

Purpose of the Job:

To support the strategic and operational development of the council's social care case management systems, and certain other specialist systems relating to education and youth support services.

Main Responsibilities

1. To provide first/second line helpdesk support to users of case management and other systems (currently including, but not limited to, Liquidlogic and Capita). Resolving sometimes complex issues which require further investigation/analysis and/or configuration.
2. Liaise with third party suppliers to raise, monitor, and seek resolution of system issues, ensuring business continuity. Maintain high levels of communication with staff ensuring they are kept up to date of the status and resolution of the issue(s) raised.
3. Project manage end-to-end process for system development (e.g. Liquidlogic upgrades) via a 'roadmap' process. Working with suppliers, business intelligence and service colleagues to cover issues like testing, training, timescales, data quality, communication, and business continuity. Use formal project management techniques where appropriate.
4. Support the design and management of an in-house training function for social care case management system users. Including the delivery of training and setting up new user profiles, permissions, etc.
5. Engage productively with colleagues at all levels, utilising strong verbal and written communication skills and always projecting a positive 'can-do' approach to system solutions.



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6. Work alongside the business intelligence service to ensure systems architecture is configured to deliver wider council priorities. This includes corporate performance reporting, statutory and non-statutory data returns, and systems integration with a corporate Power BI project.
7. Develop and support formal system-related change management processes, including any associated meetings. Ensure changes deliver value, and that decision-making related to change includes consideration of factors like data reporting requirements, legislative compliance and our own system roadmap compatibility.
8. Support and manage any future system improvement projects as directed by the System Development Lead.
9. Develop supporting documentation, e.g. workflow maps and how-to guidance to support staff.
10. To monitor, improve and promote data quality across RCC, setting high standards for the use of systems to achieve this.
11. To manage data of a sensitive and confidential nature and extract information in accordance with the Data Protection Act, and other relevant legislation, ensuring its secure transmission where appropriate.
12. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.



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JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Formal qualification (e.g. degree, A-level, HNC) with relevant IT content or demonstrable experience in a comparable role	A, D
Project management qualification (e.g. PRINCE2), or professional experience of project delivery	A, D

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Good knowledge of information management systems and databases	A, I
Experience of providing system support, development and configuration, ideally in a social care context	A, I
Experience of project management and delivery against tight timescales	A, I
Design and delivery of different formats of training, ideally in a social care systems context	A, I
Sound knowledge of data quality and governance	A, I

SKILLS

Essential	Method of Assessment *
Communicates clearly using straightforward language – verbal and written. Strong interpersonal skills to work effectively with colleagues, stakeholders and the public; tactful and diplomatic	A, I
Enthusiastic and solutions-focussed attitude – ‘can-do’ approach	A, I
Ability to build effective relationships with internal and external partners	A, I



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Ability to analyse sometimes complex information and add meaningful interpretation	A, I
Highly proficient in MS Office, especially Excel	A, I
Effective time management and prioritisation of tasks to meet deadlines, including working occasionally out-of-hours where service needs demand	A, I
Ability to work on own initiative and be a self-starter, prioritising work with minimum supervision and working under pressure	A, I

EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

OTHER

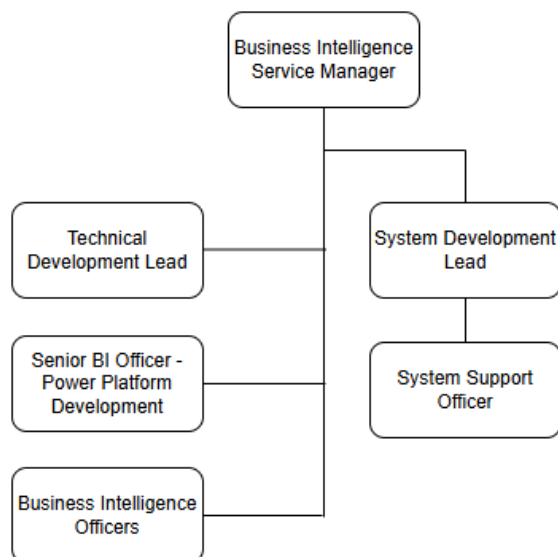
Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I
Willingness and ability to visit other sites as and when required.	A/I

*** A = Application Form D = Documentary evidence I = Interview T = Test**



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STRUCTURE



NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
September 2025	Modification to team structure only.	Arron Gourlay (Business Intelligence Service Manager)
May 2023	Yes – rewording of main responsibilities and requirements to better reflect the role in its revised team structure. No change to overall character or responsibility level.	Jonathan Weller (Business Intelligence Manager)