

Folkestone & Hythe District Council Job Description

| JOB DETAILS | |
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| Job Title | System Support Officer |
| Service Area / Team | ICT/ Digital Services |
| Reports to | Systems Support Team Leader |
| Post Number | TBC |
| Grade & Annual Salary | E |
| Politically Restricted Post | No |
| DBS Requirement | Basic |

| JOB PURPOSE |
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| <ul style="list-style-type: none"> • Provide daily system operation of the Councils major systems across several corporate functions e.g. Revenues, Benefits, Housing. • To assist in system administration and support for the print workflows and interfaces • To act as a project owner in undertaking testing of new releases and developing new processes and procedures. • To provide system maintenance and support which includes running daily jobs on the systems which cannot be scheduled, diagnosing and resolving queries to teams within the council. • To assist the Digital & ICT Manager in formulating and delivering objectives set out in the area service plan. • To recommend and assist with developing system improvements that could have a long-term impact across the whole of the council. • To look for continuous improvement in working practices to deliver efficiency and value for money by challenging working practices and making recommendations to the Systems Support Team Leader that could have a long-term impact across the whole of the council. • To assist with developing system automation and self-serve automation wherever possible. • To act as a point of contact for both internal and external customers and partner agencies, interpreting, determining and distributing the information as required. • To ensure that all public facing systems operate efficiently and any issues are identified and resolved immediately, minimising downtime. |

- To ensure data held within systems is kept in line with corporate retention policies and liaise with department managers over compliance and arranging for archiving and deletion where necessary.
- To assist with the manipulation of complex data for billing, e-billing and formatting of outbound print jobs in a way which allows the council to retain overall control of the design of printed output.

MAIN DUTIES AND RESPONSIBILITIES

- To provide systems administration and provide support to resolve any system queries users may have in relation to the following systems including interfaces between systems and third parties:
 - AIM/Paye.Net (Capita)
 - Allpay
 - Capita Epayments
 - NEC Housing
 - NEC Information at Work document management system
 - NEC I_World (CTAX, Bens & Business Rates)
 - NEC Citizen Access
 - Paygate (Bacs)
 - NEC Reporting Application (Revs & Bens and Housing)
- To ensure the smooth running of computer systems and ensuring that the systems are kept up to date and minimise down time. This includes creating and running jobs that have a major impact on service areas e.g. Revenues Benefits and Housing.
- To ensure that all legislation changes are reflected by the systems to ensure that customers receive the expected level of service.
- To liaise with the software suppliers to resolve complex system problems via email, their helpdesk and telephone.
- To control and manage the relationship with the supplier of the system including any SLA's agreed.
- To provide first line and second line support and log calls with ICT service desk, write change request reports detailing system change requirements for the change assessment board (CAB) and to attend CAB to discuss the changes as required.
- To test and implement new system releases and upgrades or new technologies including the production of a full test plan, recording faults and fixes to sign off that the system is as expected, usually within tight or strict timescales.
- Represent the Council at user groups, forums and seminars both locally and nationally.
- To carry out daily reconciliations and identify any discrepancies between systems where there is an interface including all monies received by the council.
- To create batch schedules ensuring the timely scheduling of bulk database updates and automated transaction processing, ensuring the systems process accurate and relevant data files for transfer to external systems at the correct time.

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| <ul style="list-style-type: none"> • Have an in-depth system knowledge and a good working knowledge of legislation/regulations for the relevant systems so that parameters are set accurately and calculations are processed correctly and expected outputs are produced. |
| <ul style="list-style-type: none"> • Data security function for all systems – setting up new users and making amendments to existing user profiles, challenging access requests in accordance with data protection legislation. |
| <ul style="list-style-type: none"> • To develop and write queries to obtain data from the systems using reporting tools including Business Objects, Access, SQL Crystal Reports, NEC Reporting applications and present them in a report to the requestor. |
| <ul style="list-style-type: none"> • To respond to information requests and extrapolate the required information from the systems including Freedom of Information and Subject Data Access requests. |
| <ul style="list-style-type: none"> • To assist in the research, evaluation, development and implementation of new systems. |
| <ul style="list-style-type: none"> • To proactively propose new solutions which benefits both the end user and works together with our applications when an inbuilt solution does not currently exist. |
| <ul style="list-style-type: none"> • Provide information held in various systems and present the findings in a report to Officers, Managers and Heads of Service. This ranges from a statistical analysis of certain categories or a complete audit history of an individual application |
| <ul style="list-style-type: none"> • Respond promptly to legislative changes updating systems and processes as necessary within strict deadlines. |
| <ul style="list-style-type: none"> • Maintain up to date in depth knowledge of legislation to ensure the systems in the relevant service areas are current and up to date. |
| <ul style="list-style-type: none"> • Downloading of Bank, Allpay and Credit card payment files (all payments received electronically by the council) from the relevant supplier and import into the AIM system for daily processing and allocation to the various revenues system. |
| <ul style="list-style-type: none"> • Maintenance and posting of the direct debit files for Council Tax, Non-Domestic Rates, Housing and Debtors in line with the Direct Debit Timetable, ensuring that the collection and posting of debts due are completed correctly and successfully. |
| <ul style="list-style-type: none"> • To ensure the relevant recovery jobs, processes and documentation are run and produced in line with the Revenues & Benefits Operational Plan including the bulk maintenance of accounts through the various stages and production of reminder, final and summons documentation. |
| <ul style="list-style-type: none"> • To manage the Citizen Access and Nec Document Management system along with the support team. |
| <ul style="list-style-type: none"> • Ensure that the NEC document management systems are kept up to date and fully functional, monitor interfaces and uploads from third party systems |
| <ul style="list-style-type: none"> • Be involved with the running of Annual Billing process as required including setting multiple parameters, testing and running of processes in line with annual billing project. |
| <ul style="list-style-type: none"> • Assist with the maintenance and administration of the HFI(Housing Finance Interfaces) in respect of rent and repairs |
| <ul style="list-style-type: none"> • To assist with the Annual rent calculation processes in line with Housing Act 1985, to issue the annual rent statements and to calculate annual service charges and pumping stations charges |

- Assist in continually reviewing working practices within the council and identify any areas where improvements can be made to streamline existing processes and deliver associated projects.
- To provide System Administration and support for the Print Workflow including interfaces for the following systems:

 Planetpress Suite (Transactional Data Software)
 Pcounter Pro (Copier Document Management Software)
 EFi Fiery Central (Printer Document Control Software)
 EFi Digital Storefront (Web to Print ordering software)
 Canon Prisma Prepare (Document Editing Software)
 Javascript (Programming Language)
 Visual Basic Scripting (Programming Language)
 Windows Printer Network configuration
- To assist the Systems Support Team Leader in designing, building and developing self serve forms with full integration into back office systems where appropriate as part of digital transformation.

CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: System Support Officer

| Important Information for Applicants: | | | | |
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| The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible. | | | | |
| Factors | Criteria | Means of Assessment | | |
| | | Application | Interview | Test |
| Qualifications | Essential <ul style="list-style-type: none"> ▪ 5 GCSE's grades A-C (including English and Maths) or equivalent qualifications. ▪ Competency in Microsoft Office standard packages (e.g., Word, Excel, PowerPoint, Access) | ✓ ✓ | | |
| | Desirable <ul style="list-style-type: none"> ▪ Qualification in Printing and Allied trades or Graphic Design or equivalent standard. ▪ Relevant qualification for service area (e.g., IRRV Technician) | ✓ ✓ | | |
| Experience and Knowledge | Essential <ul style="list-style-type: none"> ▪ Recent and relevant experience in system administration and operational support for business-critical systems ▪ Good working knowledge of legislation/regulations for the relevant systems and ability to reflect changes in system parameters and processes ▪ Experience running and monitoring daily/weekly jobs, interfaces and reconciliations to ensure accurate transactional and financial processing | ✓ ✓ ✓ | ✓ ✓ ✓ | |
| | Desirable <ul style="list-style-type: none"> ▪ A sound working knowledge of DTP/ Graphic Design. ▪ Experience supporting print workflow systems and interfaces (e.g., PlanetPress suite and related tools) ▪ Experience with NEC back-office systems and integrations (e.g., NEC iWorld, Citizen Access, document management, payment interfaces) | ✓ ✓ ✓ | ✓ ✓ | |

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| Skills and Abilities | <p>Essential</p> <ul style="list-style-type: none"> ▪ Excellent analytical skills and attention to detail, with ability to check outputs for accuracy ▪ Ability to research, assimilate and explain complex information (including legislation) and its effect on cases ▪ Strong interpersonal skills; able to liaise and communicate effectively at all levels with tact and diplomacy ▪ Ability to organise and prioritise work to meet tight deadlines; able to manage interruptions and responsive tasks ▪ Professional and customer-oriented approach to service delivery ▪ Proactive and committed to continuous improvement and personal development; flexible to business needs ▪ | ✓ | ✓ | |
| | <p>Desirable</p> <ul style="list-style-type: none"> ▪ Ability to interpret management information and take proactive approach to address potential issues ▪ Good project skills, including preparing simple project plans for workstreams lasting more than one month | ✓ | ✓ | |