

## Role Profile



**Role Title:** Systems Support Officer

**Service Area:** Regulatory Services

**Scale:** 6-SO1

**Reporting to:** Land and Property Information Manager

**Responsible for:** N/A

## Purpose

To provide administration, technical support and ongoing maintenance of the Council's application suite and associated systems, ensuring they are secure, reliable, available and configured to meet the operational needs of service areas.

The role will be responsible for managing system configuration, user access, data, workflows, templates, integrations, upgrades and system changes. The role will work closely with service users, ICT colleagues and external suppliers to maintain system performance, resolve technical issues and ensure systems remain fit for purpose.

The role will also implement system and process improvements, support the effective use of data and reporting tools, and contribute to system-related initiatives. The role will ensure that system administration and support activities are undertaken in accordance with appropriate security, change management, governance, audit and regulatory requirements.

## Key Responsibilities

### System Administration

- Provide support and administration of the Idox applications such as Uniform, DMS, Gazetteer, Public Access and TLC.
- Provision and manage user accounts, roles, and permissions while enforcing security best practices.
- Maintain system configuration, data and templates to align with business requirements.
- Plan and implement system changes when required, ensuring adherence to change management best practice, governance and technical standards.
- Investigate and resolve incidents efficiently, escalating issues through the appropriate channels when required.
- Plan and coordinate system upgrades and maintenance activities to ensure minimal disruption and continued operational performance.
- Identify, support and implement service improvements to enhance functionality, efficiency, performance and user experience, working collaboratively with ICT teams, users and external service providers across a range of initiatives.
- Identify technical and process risks, developing and implementing appropriate mitigation plans.
- Maintain and improve integration between Idox applications and external systems.
- Maintain high-quality support documentation and standard operating procedures to ensure consistency, clarity, and effective knowledge sharing.

- Ensure system and process compliance with audit and regulatory requirements.

### **Business Support**

- Collaborate with service areas to understand business requirements and translate them into effective technical solutions, making system changes where necessary.
- Support the timely and accurate fulfilment of Freedom of Information (FOI) requests by identifying, extracting, validating and presenting relevant data from the Idox (primarily Uniform) systems. Use relevant tools such as Microsoft Access (for SQL reporting) and Excel.
- Identify and implement opportunities to optimise business processes through the effective use of Uniform and other technologies, including automation, data analytics and Power BI.
- During planned changes, ensure service areas are kept informed of any functionality changes in the Idox application suite. This extends to system upgrades.
- Support the monitoring and reporting of business performance through the accurate collection, analysis and presentation of key statistics and performance indicators (KPIs).
- Deliver training and guidance to staff, ensuring users are able to utilise system functionality effectively. Develop, maintain and update supporting user guides.

### **Vendor Management**

- Monitor and manage third-party service providers to ensure compliance with agreed service levels, quality standards and contractual obligations through effective supplier management, regular performance reviews and project governance.

### **Project, Resource and Service Management**

- Manage competing and sometimes conflicting demands from customers, colleagues and managers, prioritising work objectively in line with business needs and organisational priorities.
- Lead and coordinate projects and the allocation of work packages, with no direct line-management or supervisory responsibility.
- Support the monitoring and management of budgets relating to ICT systems, hardware and software, ensuring resources are used effectively and efficiently.
- Contribute to the development of business cases and Project Initiation Documents (PIDs) for new ICT systems, equipment and technology initiatives.

### **General responsibilities for all roles**

- To represent the Council and Section professionally and positively at all times.
- Responsible for confidential electronic and paper information, including sensitive data, in compliance with the Data Protection Act and other relevant information/requirements.
- You may also be required to undertake administrative duties on behalf of the Electoral Registration Officer and/or the Returning Officer relating to the registration of electors and the organisation of elections i.e processing postal votes, canvassing properties during office hours.
- You will consider and implement environmental sustainability as a guiding principle within processes, activities and projects delivered.

## **Knowledge and Experience**

### **Essential**

- Experience of IT system/desktop administration or application support.

- Experience of applying IT service management principles and practices, including change management, incident management and technology lifecycle management.
- Strong general IT skills, including experience of Microsoft Office applications, particularly Word and Excel.

#### **Desirable**

- Previous experience of Idox Uniform.
- Experience or knowledge of local authority services, particularly Planning, Licensing, Land Charges and other regulatory services.
- Experience of case management workflows, document templates and system configuration.
- Experience of SQL, databases and reporting tools, including Microsoft Access and Power BI.
- Experience or knowledge of system interfaces, integration and API functionality.
- An understanding and awareness of the functions of Local Government organisations, including the different roles of Officers and Members.

#### **Skills and Competencies**

- Strong analytical and problem-solving skills.
- Excellent attention to detail.
- Strong numeracy and literacy skills
- Ability to investigate business requests and technical issues logically and identify appropriate solutions.
- Experience of working across professional and technical boundaries.
- Good organisational skills and multi-tasking.
- Excellent written, organisational and communication skills
- A commitment to working with and developing others
- A proven track record in delivery of plans or projects
- Ability to work effectively as part of a team and generate a good team spirit
- Ability to negotiate and create positive solutions with a variety of stakeholders
- Ability to effectively manage resources, including people and budgets
- Ability to analyse and interpret a range of data, some of it complex
- Ability to work under pressure and with minimum supervision
- Ability to work effectively with other partners and the wider community

#### **Key Relationships**

- Planning Team
- Customer Services Centre Team
- GIS Officer
- Land Charges Team
- Trees and Wildlife Team
- Housing Team
- Software providers
- Council Employees
- ICT Client & System Providers
- Elected Members
- TRDC Residents

