Nottinghamshire County Council

Title	Department	Post Ref.
Business Systems Support Officer	**Resources**	

Job Purpose
To provide end user assistance with Corporate ICT systems

Key Responsibilities	Key Accountabilities
1. To liaise closely with Programme and Project Managers, Technology Partners and Business Analysts in central teams in order to ensure the implementation of systems support required to support business change.	1. To work with, and under the direction of the Team Manager, Business Support.
2. To undertake systems administration; including, but not limited to, Framework-I, OneSpace and MS Lync	2. To Programme or Project Managers for the delivery of the deployment support elements of a project on time, within budget and to the required standards.
3. To plan, develop and deliver user education, support and training in line with programme, project and business support requirements. This may include, workshops, presentations and 1-1 support.	
4. To deliver ad-hoc training to staff in the use of hardware and software including attendance of user groups, development of newsletters and user guides, etc.	
5. To identify and provide appropriate feedback on potential system\process improvements.	
6. To keep up to date with business process and systems changes across the authority through the attendance of relevant meetings and other forums as necessary and appropriate.	
7. Maintain up to date application support skills for all relevant systems	
8. To develop and maintain effective relationships with individuals and teams.	
9. To provide an efficient and effective response to queries including problem solving and the provision of on-site support as required.	

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10. To provide users with advice and support on hardware and software and business related issues. 11. To assist in testing of new functionality and system developments. 12. To assist with the generation and manipulation of information and operational reports as required. 13. To assist with the maintenance of data integrity and information governance. 14. To assist with the monitoring of activity relating to the achievement of performance indicators, as appropriate. 15. To assist in the administration of intranet content where necessary.	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification

Education and Knowledge

1. In depth knowledge and experience of desktop applications – eg word processing, spreadsheets, databases.
2. A good knowledge of Nottinghamshire County Council corporate systems eg Exchange email, OneSpace (Sharepoint).
3. Knowledge of Health and Safety at Work Act particularly with regard to DSE risk assessments.
4. Knowledge of Information Governance and the Data Protection Act.
5. An understanding of and commitment to Nottinghamshire County Council Equal Opportunities Policy.

Experience

11. Ability to problem solve ICT issues and provide advice and support to end users.
12. Be able to maintain effective relationships with individuals and teams.
13. Excellent interpersonal skills at all levels.
14. Good written communication and literacy skills.
15. Experience of report production
16. Ability to prioritise own workload.
17. Ability to deliver training through a variety of different methods.
18. Maintain confidentiality of information at all times.
19. Analytical skills
20. Ability to produce training guidelines

Personal skills and general competencies

6. Puts into practice the Council's commitment to excellent customer care.
7. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
8. Works well with colleagues but also able to work on their own initiative.
9. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
10. Willingness to participate in future training and keep up to date with developments in business process and ICT.

Role Dimensions

Please attach a structure chart

Date Final April 2011
Tier 7 – Experienced / Professional Staff