FAREHAM
BOROUGH COUNCIL

DEPARTMENT: ICT
JOB TITLE: Systems Support & Technical Officer (LG6)
POST NO: CT049 AND FH014
SALARY: £37,046 to £41,001 per annum

What is the role?

We need you to be part of our Business Systems team providing technical support, administration and development of the Council's corporate systems and their users. You will work with business areas across the Council to deliver reliable, effective and resilient system solutions that support service delivery.

The role is responsible for the administration, support, development and maintenance of assigned corporate systems and the provision of technical support for associated business processes. The postholder will work collaboratively across Council services, providing technical, administrative and analytical support across the Business Systems portfolio. Accountability for service outcomes, statutory responsibilities, policy decisions, budget management and business process ownership remains with the relevant service manager or system owner unless formally delegated.

The postholder is expected to exercise initiative and professional judgement when investigating and resolving operational system issues within established procedures and delegated responsibilities. Issues requiring business ownership decisions, policy determination, acceptance of operational risk, service prioritisation, resource allocation, or significant business change should be referred to the appropriate service manager, system owner or line manager.

The role is expected to identify issues, recommend solutions and implement agreed changes to systems and processes, but does not hold overall responsibility for service management, business process ownership or strategic decision-making unless formally delegated.

In addition to carrying out operational, support and development activities across the Business Systems portfolio, examples of duties you will be required to carry out are:

- Support the timely close-down of the General Ledger at period-end and year-end.
- Administer user access, including setting up new users and removing leavers from corporate systems.
- Deliver and support user training on corporate systems.
- Carry out regular reviews of user access and activity within corporate systems.
- Create, process and monitor interface files between corporate systems.
- Process and submit BACS files through approved payment systems.
- Reconcile supplier invoices, transaction reports and service charges relating to supported payment systems and associated software contracts, investigating and resolving discrepancies where identified and preparing documentation for approval and payment by Finance.
- Provide technical support and advice to users of corporate systems.
- Undertake testing of system patches, fixes, upgrades and enhancements.
- Produce and support data extraction, reporting and analysis from corporate systems.
- Contribute to project teams delivering system improvements, enhancements and business change initiatives.

- Log, monitor and coordinate the resolution of incidents and system issues with software suppliers.
- Create, transfer and process cash interfaces from the corporate income management system and any ancillary income files.
- Perform the timely close-down of the housing rent accounting system at the end of each rent week, month and year.
- Create, transfer and process interface files within the housing rent accounting system.
- Support process improvements and changes to system functionality.
- Liaise with software suppliers regarding system issues, enhancements, and service requests.
- Maintain accurate system documentation, procedures, and knowledge resources to support service resilience and continuity and effective cross-team support.
- Cross-train across the Business Systems portfolio to provide resilience, workload sharing and operational cover across Finance, Housing, Revenues & Benefits and other corporate systems.

You will be expected to work flexibly and support colleagues across the team as required. You will be responsible for managing your workload, prioritising competing demands and keeping managers informed of progress and emerging issues where appropriate.

Who is the Person?

It is important to us that you have:

- Excellent ICT, analytical, written, and verbal communication skills.
- An excellent and professional telephone manner.
- A customer-focused approach when supporting both internal and external users.
- The ability to understand, analyse and resolve system, process, and data-related issues.
- The ability to build effective working relationships with colleagues, service areas, and software suppliers.
- The ability to explain technical concepts and solutions to non-technical users.
- The ability to work effectively both independently and as part of a team.
- Strong organisational and time-management skills, with the ability to manage competing priorities, work accurately, and meet deadlines.
- The ability to handle sensitive, confidential, and business-critical information appropriately.
- Willingness and ability to maintain and develop specialist knowledge as systems, legislation, technology and business requirements change.
- A proactive approach to identifying opportunities for service, process and system improvements.

Not essential but desirable skills:

- Experience of financial systems and processes, particularly within a local government environment.
- Experience of TechnologyOne, payment systems, BACS processing, income management systems, housing systems, revenues and benefits systems or similar corporate applications.
- Experience of producing reports, data analysis, data extraction and system reconciliations.
- Experience of SQL, reporting tools, automation or systems integration.
- Experience of testing, implementing or supporting system upgrades, enhancements or new system functionality.
- Experience of business process review and continuous improvement initiatives.
- Experience of troubleshooting system issues and working with third-party software suppliers.

Our policy is to make adaptations for those who have substantial and long-term disabilities. If you need an adaptation to carry out any of the above, please let us know.