

## Job profile

### Service and job specific context statement

<b>Directorate:</b>	Central Services
<b>Service:</b>	Technology and Change
<b>Post title:</b>	Systems Development Officer
<b>Grade:</b>	Grade I
<b>Responsible to:</b>	Product Owner/Corporate Service Owner
<b>Staff managed:</b>	None
<b>Date of issue:</b>	March 2021
<b>Job family:</b>	<b>P&amp;T - Professional &amp; Technical</b>

### Job context

This role is based within the Technology and Change service.

The Corporate Systems Team (CST) ensures the effective operation of key management information systems across NYCC, external users and partners. Systems must be aligned to business processes and strategic direction and meet both statutory process and reporting requirements.

The CST work closely with colleagues both internal and external to North Yorkshire County Council, in particular system users, partners and suppliers.

The job is not politically restricted. Occasional out of hours working is required. The role does require the post holder to occasionally travel for work purposes. T&C support flexible working to achieve a sustainable work/life balance therefore the option of occasional home/mobile working will be available.

### Job specifics

The core focus of this job is to lead and manage the development and provision of services and to be responsible for the effective operation of key IT systems ensuring the highest standards of service are given at all times.

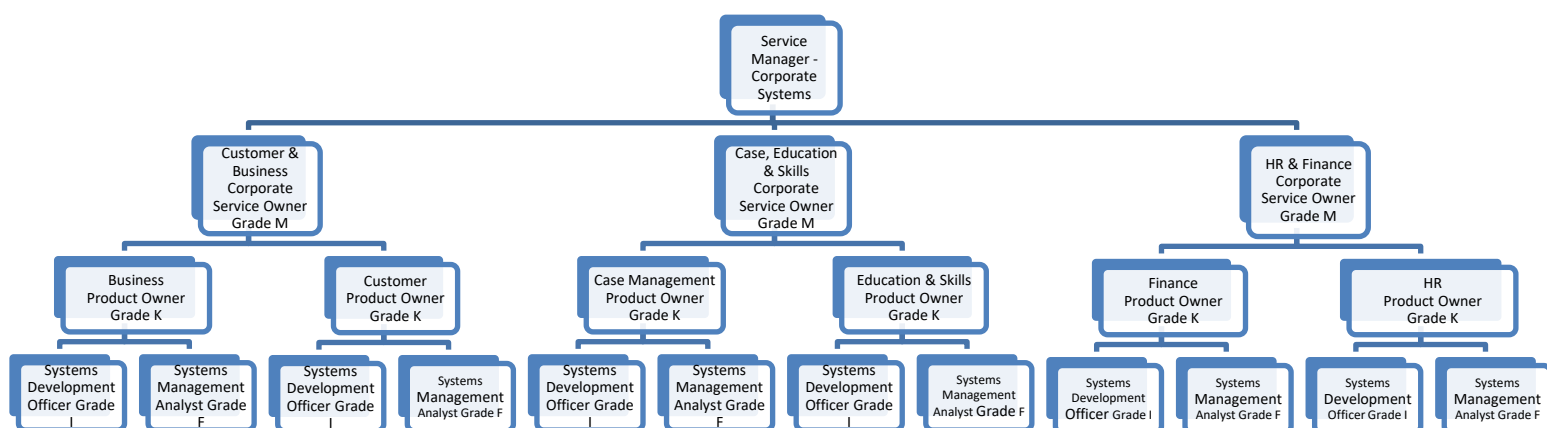
The post holder will direct and support the work of colleagues throughout NYCC and work collaboratively with service managers, project teams and project leads to effectively deliver projects, utilise resources and drive through change.

The post holder will provide efficient, effective and timely support to all customers, thereby ensuring corporate aims and objectives are achieved.

The post holder may be required to represent NYCC at regional and national forums and user groups.

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### Structure



### Job Description

#### Job purpose

The core focus of this job is to lead and manage the development and provision of services and to be responsible for the effective operation of key ICT systems ensuring the highest standards of service are given at all times.

#### Operational management

- Lead the implementation and on-going development of IT systems in business areas in accordance with agreed operational and implementation plans.
- Work closely with business areas across NYCC to understand, analyse and facilitate improvement to business processes aligning them to relevant and effective IT systems.
- Demonstrate expert knowledge of each system's capabilities and in conjunction with system users and suppliers review functionality to ensure that systems continually meet changing business needs.

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- Be actively involved in the selection, enhancement and development of IT systems to support the activities of business areas and ensure they are aligned to T&Cs requirements.
- Champion the needs of our customers through the delivery of IT related services, in addition to advocating good use of IT across NYCC.
- Ensure a high quality second-line support service, supplying expert solutions to problems in-line with agreed service levels.
- Work proactively to identify and support the implementation of service improvement initiatives to increase customer satisfaction.
- Lead and co-ordinate the thorough testing of system upgrades and enhancements whilst adhering to the technical change and release management processes.
- Develop effective working relationships with systems' suppliers monitoring and escalating issues to ensure resolution within contractual service level agreement.
- Identify training and development needs of the business and produce training plans, training documentation and guidance materials for all corporate systems.
- Undertake robust evaluation of learning to ensure that training and development meets the future needs of the organisation.
- Engage with workforce development to provide regular structured training on NYCC's information systems, as appropriate. This may include delivering up to 5 day training courses to groups, in addition to one-to-one training, using a range of training methods and at a range of locations. The frequency will depend upon need, but could be applied weekly.
- Working with colleagues throughout NYCC, support arrangements to deliver user-defined report writing, production of Management Information and data analysis.
- Publish content on the web through the use of e-forms and other technologies.
- Ensure that database integrity and data quality used locally and fed into national systems is of the highest accuracy. Assist in developing procedures to continuously improve data quality from sources within and outside the Authority.
- Develop action plans for both internal and external partners to ensure improvements in data management.
- Develop new more efficient ways of working, influencing both senior and middle management to embrace changes to IT systems and new working practices that will be rolled out to end users.
- Work closely with system users to resolve errors, inaccuracies, and exceptions in information systems, for example, duplicate records. Providing training and guidance where required.
- Ensure the enforcement of FOI and data protection policies and processes.
- Support and facilitate internal and external audit processes and any associated system audit actions.
- Follow agreed escalation processes for any system risks or issues, taking ownership and communicating appropriately.
- Represent NYCC at internal and external user group sessions, special interest groups and events disseminating useful information gained.
- Such other duties commensurate with the grading and job description of the post that may be required.

### Communications

- Apply excellent written and oral communication skills.
- Establish and maintain effective communication between internal and external colleagues, clients, suppliers and ensure collective information sharing.

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	<ul style="list-style-type: none"> <li>• Share best practice with relevant national organisations and other Local Authorities</li> <li>• Produce project and business as usual updates, as required.</li> </ul>
<b>Partnership / corporate working</b>	<ul style="list-style-type: none"> <li>• Promote an environment of openness and innovation where colleagues understand the changes being proposed through system improvement activity and are encouraged to engage in a positive manner.</li> <li>• Appropriately challenge business processes to ensure NYCC service teams are able to use systems to their full potential.</li> <li>• Work closely with suppliers monitoring service levels.</li> <li>• Liaise with third party organisations to establish effective data sharing arrangements.</li> <li>• Develop local working arrangements and best practice processes to control and improve the quality of data across systems.</li> <li>• To work directly with associated services to ensure that our work is joined up and coordinated.</li> </ul>
<b>Resource management</b>	<ul style="list-style-type: none"> <li>• Co-ordinate project or work groups when required</li> <li>• Provide support, sharing knowledge and expertise with other team members and colleagues</li> <li>• Ensure the most effective use of available resources such as systems, software and people.</li> <li>• Manage and maintain a centralised repository of system documentation and knowledge articles to promote a culture of shared best practice</li> </ul>
<b>Systems and information</b>	<ul style="list-style-type: none"> <li>• Become system expert in the functionality and capabilities of the IT systems across NYCC's portfolio of supported systems</li> <li>• Take personal responsibility to ensure data security and confidentiality.</li> <li>• Lead in the support and development of systems and data integration.</li> <li>• Ensure key system information is accessible to the customer base in a timely manner through a variety of technologies.</li> </ul>
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>• Lead the development and implementation of systems ensuring they meet local and national agendas and targets.</li> <li>• Develop procedures and guidance to ensure the efficient operation of systems and associated tasks.</li> <li>• Effectively manage individual workloads to support business as usual and project related activity to ensure that service levels and project deliverables are met.</li> <li>• Draw on system knowledge and expertise to effectively estimate the tasks and resource required to deliver work packages.</li> </ul>

## Person Specification

Essential upon appointment	Desirable on appointment
<b>Knowledge</b> <ul style="list-style-type: none"> <li>• Strong ability to analyse, understand and resolve problems</li> <li>• Understanding of and sensitivity to the implications of handling data.</li> <li>• Understanding of the role of information systems in supporting business needs and processes.</li> <li>• Good understanding of IT industry best practises and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of ITIL framework</li> <li>• Good understanding of service call management systems and workflow</li> <li>• Knowledge of ISO27001</li> <li>• ICT security practices</li> </ul>

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<ul style="list-style-type: none"> <li>Theoretical knowledge of business processes relating to services supported by key corporate systems, as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Local Government business processes.</li> <li>Expert knowledge in relevant systems</li> <li>Awareness of service delivery in an ICT environment</li> </ul>
<b>Experience</b> <ul style="list-style-type: none"> <li>Significant experience as a large information system user.</li> <li>Significant experience of dealing with IT incidents and associated problem management</li> <li>Significant IT experience in supporting, implementing and developing large information systems.</li> <li>Experience of maintaining high levels of data quality on a relational database.</li> <li>Experience of business intelligence and analytical tools to interrogate large and complex datasets</li> <li>Experience of monitoring service levels</li> <li>Proven skills and confidence in the use of standard office software, IT systems and a willingness to undergo further training.</li> <li>Experience in developing training plans and of training staff, both internal and external to NYCC.</li> <li>Can demonstrate project management experience.</li> <li>Excellent customer care skills, including the ability to listen, interpret and understand requirements</li> </ul>	<ul style="list-style-type: none"> <li>Working with suppliers, their services and contracts.</li> <li>Experience in the relevant line of business you will be supporting</li> <li>Experience of using change, incident and problem management systems</li> <li>Experience of coding/ scripting in multiple languages, including visual basic, xml, SQL and html.</li> <li>Experience of Java and CSS.</li> <li>Experience of publishing intranet and internet-based content</li> </ul>
<b>Occupational Skills</b> <ul style="list-style-type: none"> <li>Excellent communication skills, both oral and written</li> <li>Excellent organisational and administrative skills</li> <li>Ability to influence internal and external staff at both senior and middle management levels to enable new ways of working.</li> <li>Ability to prioritise workload effectively</li> <li>Works productively in a pressurised environment.</li> <li>Makes decisions within own area of responsibility.</li> <li>Good interpersonal skills</li> <li>Self-confident and self-motivated manner</li> </ul>	<ul style="list-style-type: none"> <li>Confidence to challenge barriers to effective practice</li> </ul>
<b>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</b> <ul style="list-style-type: none"> <li>A professional qualification or demonstrable relevant experience in IT or a systems environment.</li> </ul>	<ul style="list-style-type: none"> <li>Prince 2 (or equivalent project management qualification)</li> <li>ITIL Service Management qualification</li> <li>Training Qualification</li> </ul>
<b>Other Requirements</b> <ul style="list-style-type: none"> <li>Ability to travel across the County</li> <li>Ability to work flexibly, occasional working outside of standing working hours including weekends.</li> </ul>	
<b>Behaviours</b>	<a href="#">Link</a>

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NB – Assessment criteria for recruitment will be notified separately.