



Role Profile

Job Title: Business Systems Analyst	Grade/ Level: CFL7	Post Number: SBC_10279
Directorate: Enabling Services	Job Family: IT	Date Prepared: April 2016

Role reports to (Job Title): Systems Manager

Job Purpose:

To represent IT across the organisation and specifically on a day to day basis as IT point of contact for IT requests for new products and services and promoting use of IT to aid business requirements and digital transformation.

Provide specialist advice and support to a wide range of users, managers and IT Operations, in order to encourage and promote the use of digital technologies to enable and transform service delivery and customer engagement.

Develop, co-ordinate and provide business systems analysis, configuration, report development and digital solutions in line with business requirements, processes and procedures, strategic priorities and statutory requirements.

Key Accountabilities:

1. Work with service areas to review their 'as is' and produce new digital 'to be' business processes to promote the effective use of technology to enable efficient service delivery and customer satisfaction enabling digital transformation.
2. Work with service areas to produce business cases and specifications for future digital requirements and solutions in line with IT strategies and priority framework.
3. Deliver service improvement works and document plans and activities against agreed deliverables communicating with key stakeholders.
4. Ensure all design and development work is documented appropriately and transitioned to IT Operations for support and user documentation published via Service Desk Portal.
5. Co-ordinate and deliver systems development for relevant business systems and digital solutions in line with defined and agreed scope and timescales.
6. Providing 3rd line support to IT Service Operations. Assessing and investigating complex incidents relating to system design or configuration, report errors, problem solving, analysing business impact and risk.
7. Build a good working relationship with relevant service areas to build a good understanding of their current and future digital requirements.

8. Communicate and promote the digital transformation programme and portfolio of services to the relevant service areas to encourage use of and enabling improved efficient service delivery and customer experience.
9. Identify IT training needs for relevant service areas and recommend training programme or route to learning to meet needs identified to include use of business systems and devices.
10. Deliver systems and solutions service improvement work for relevant systems and digital solutions. To include but not limited to: creation of new groups in line with agreed access and security requirements, maintaining code tables, parameters, planning and implementing upgrades, infrastructure changes, new functionality, modules and associated testing, UAT and sign off of such prior to transition into IT operations to support and full implementation and go live.
11. Develop reports for relevant business areas to manage their data accuracy and integrity, manage service operations and inform service strategy
12. Retrieve, review, action and update service desk requests promptly in line with local performance targets.
13. Work with relevant suppliers, IT staff to resolve complex incidents and respond to requests for development or new products or services.
14. Maintain the Systems Register and Roadmaps and ensure system upgrades and changes are planned for in advance with relevant stakeholders in line with change process. Communicate with stakeholders as required.
15. In the event of planned and unplanned system downtime as a result of hardware or software failure or upgrades, liaise with key stakeholders to ensure users experience minimum disruption and are communicated with throughout the process.
16. Deliver training on digital solutions and systems as required
17. Co-ordinate and deputise for Chair as required at SBC User group meetings and workshops
18. Hold and minute service engagement meetings.
19. Attend National and Regional User Groups and Forums as required.
20. Undertake any other duties that can be accommodated within the grading level of the post.
21. Act at all times in accordance with the Council's policies and procedures, promoting the Equal Opportunities Policy.
22. Comply with relevant policies on Health & Safety at work (as set out in the General memorandum Health & Safety at Work Act 1974). Take responsible care of the health and safety of yourself and of other persons who may be affected by your acts or omissions; and to co-operate with the Council so far as is necessary to enable the Council to perform or comply with its duties under statutory health and safety provisions.

Job Scope: Number and type of jobs managed: 0 Typical tasks supervised/allocated to others: 0	Job Scope: Budget: Assets:
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Knowledge and Experience:
Minimum:

1. Experience of carrying out digital solution analysis to include identifying problems and solutions in an operational environment
2. Experience in business systems analysis and systems development/configuration for line of business systems and solutions.
3. Experience of report specification writing and report development.
4. Experience of building and maintaining excellent relationships with customers at all levels of an organization
5. Experience of delivering projects to customer successfully
6. Experience of managing multiple priorities successfully and meeting deadlines
7. Ability to understand, interpret and provide complex information in an easy to understand manner.
8. Excellent Interpersonal skills with the ability to communicate with key stakeholders both internally and externally.
9. Ability to work on own initiative as well as part of a team
10. Educated to A level or equivalent experience in a complex organization
11. Literacy and numeracy to at least GCSE standard or equivalent
12. Ability to deal with varying demands in a constantly changing environment which challenges existing knowledge and experience
13. Experience of using Microsoft Office with excellent PC Skills

This post may from time to time require work outside of normal office hours to attend meetings and undertake training, system administration duties.

- Normal office hours (Helpdesk hours to be covered when required)
- Occasional off site visits required
- Understanding of Health and Safety requirements when working with PCs

Decision Making:

Assessing and investigating the query or fault, investigating the product as required, problem solving, analysing risk, prioritising and producing a positive solution.

Liaise with users in order to resolve queries or faults by understanding their concerns and dealing with them using the necessary means.

Produce and amend support procedures/documentation as required.

Ability to deal with varying demands in a constantly changing environment which challenges existing knowledge and experience.

Contacts and Relationships:

Communicating clearly to a range of audiences and across team boundaries and levels.

Ability to train and provide workplace support to people who learn at different levels and have different styles of working.

Liaising with team members and contributing to the improvements of the systems and end to end processes and procedures in line with digital transformation.

Liaise with relevant internal key stakeholders other external key stakeholders as required in order to problem solve and work through solutions.

Working closely with team members and colleagues to understand future developments and their impact on the services we provide.

Retrieve, review, action and update service desk incidents and requests for the relevant systems promptly and report back to users any updates in relation to queries or faults.

Providing feedback to responsible area when recurring problems arise or clear training need identified.

Call logging via telephone or e-mail to IT Support and Software Suppliers to highlight problems which need resolving and continue communications to ensure a positive solution is sought.

Written presentation of complex ideas and information as part of formal reports and system administration material.

Hold Account Management Meetings with relevant suppliers in line with processes and procedures.

Creativity and Innovation:

Assessing and investigating the query or fault, investigating the product as required, understanding business process requirements, problem solving, analysing risk, prioritising and producing a positive solution. Contribute ideas to resolve queries or faults and the improvement of systems.

Input into developing business processes as required.

Ability to deal with varying demands in a constantly changing environment which challenges existing knowledge and experience

Contributes to IT development, ideas and technical advice on system capabilities and set up issues.

Production and update of user friendly materials.

Job Specific Competencies:

Ability to work autonomously and as part of a team.

Knowledge and ability to work within an Equal Opportunities Policy framework.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.