**Job Description**

# Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

## Job Details

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| Job Title: | IT Principal Systems Analyst (Social Care) |
| Salary: | £46,412 - £49,282 |
| Grade: | 12 |
| Hours: | 37 per week |
| Team: | IT Applications and Systems Support Team |
| Service Area: | IT Operations |
| Primary Location: | County Hall, Oxford OX1 1ND |
| Budget responsibility: | None |
| Responsible to: | IT Applications and Systems Support Manager |
| Responsible for: | None |
| Political Restricted Post: | No |

## Job Purpose

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| The IT Principal Systems Analyst – Applications and Systems is responsible for the provision of end user support and Business As Usual development for the Oxfordshire County Council Line of Business systems.  This includes coordination of Application upgrades ensuring Oxfordshire County Council are always on fully supported Application versions and are always adopting Application enhancements as they are released, including any statutory changes.  The post holder will be a subject matter expert on the business areas the team supports and will promote continual service improvement within the team, and the business areas, by identifying service improvements through the review of Application release notes and analysis of support calls.  The post holder will actively track product roadmaps, statutory changes and business priorities, and will engage in product webinars, focus groups and regional national user groups.  This post holder is responsible for ensuring that all relevant County policies and procedures are adhered to and concerns are raised in accordance with these policies |

## Job Responsibilities

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| * Provide IT technical and operational support for Line of Business Applications within IT Services * Act as a subject matter developments and changes and design and implement solutions according to business requirements * Proactively monitor and maintain the existing IT assets and identify and carry out performance tuning and service improvements as agreed with the IT Management Team * Contribute to process and procedure development within IT Operations and IT Applications and Systems when required to do so as part of the implementation of ITIL best practice * Keep abreast of operational and statutory changes and the potential impact on the use of Line of Business Applications * Ensure Line of Business Applications are on a supported version by managing and overseeing Application upgrades * Contribute to Operating Level Agreements (OLAs) that regulate the work of IT Business Delivery in pursuit of OCC corporate Service Level Agreements (SLAs) * Ensure that operations reflect ITIL best practice and with the interests of customers paramount * Provide technical skills and operational knowledge when resolving incident and problem calls related to Line of Business Applications, and Liaising with 3rd party suppliers in incident resolution * Provide 2nd and 3rd line operational and technical support for OCC Line of Business Applications * Ensure that customers are regularly consulted so that their needs and preferences are accurately identified * To represent IT at both internal and external events, including Application national and regional user groups, Customer Advisory Boards, and offer advice and guidance on the use and capabilities of current Line of Business Applications |

# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| Essential Criteria | Assessed By: |
| At least 2 years’ experience, supporting and configuring Line of Business Applications | A/I |
| Substantial knowledge of the business areas supported by the Line of Business applications | A/I |
| Exposure to all Line of Business Applications supported and the technologies that underpin them | A/I |
| Experience in building successful working partnerships with customers, colleagues and external suppliers at all levels | A/I |
| Experience of technical trouble shooting in relation to Line of Business applications | A/I |
| Minimum 3 years’ experience of customer service support in an ICT environment | A/I |
| Minimum of 2 years’ experience supporting Line of Business Applications and managing Application upgrades | A/I |
| Technical awareness in the areas of  Infrastructure, Database and Application Services | A/I |
| Commitment to and understanding of, the principles of Equal Opportunities for all, demonstrated through the delivery of high-quality customer focussed solutions, and a strong understanding of diverse customers | A/I |
| Desirable Criteria | Assessed By: |
| Holds ITIL Service Management Foundation certificate | A/I |
| Significant experience working in a medium to large-scale public sector environment | A/I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| --- | --- | --- | --- |
|  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List |  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
|  | Enhanced Disclosure and Barring Service check with Children’s Barred List |  | Enhanced Disclosure and Barring Service check with Adults Barred List |
|  | Standard Disclosure and Barring Service check |  | Basic Disclosure |
|  | Disqualification for Caring for Children (Education) |  | Overseas Criminal Record Checks |
|  | Prohibition from Teaching |  | Professional Registration |
|  | Non police personnel vetting |  | Disqualification from Caring |

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|  | Other (please specify): |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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|  | Provision of personal care on a regular basis |  | Driving HGV or LGV for work |
|  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects |  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
|  | Working at height/ using ladders on a regular/ repetitive basis |  | Restricted postural change – prolonged sitting |
|  | Lone working on a regular basis |  | Restricted postural change – prolonged standing |
|  | Night work |  | Regular/repetitive bending/ squatting/ kneeling/crouching |
|  | Rotating shift work |  | Manual cleaning/ domestic duties |
|  | Working on/ or near a road |  | Regular work outdoors |
|  | Significant use of computers (display screen equipment) |  | Work with vulnerable children or vulnerable adults |
|  | Undertaking repetitive tasks |  | Working with challenging behaviours |
|  | Continual telephone use (call centres) |  | Regular work with skin irritants/ allergens |
|  | Work requiring hearing protection (exposure to noise above action levels) |  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
|  | Work requiring respirators or masks |  | Work with vibrating tools/ machinery |
|  | Work involving food handling |  | Work with waste, refuse |
|  | Potential exposure to blood or bodily fluids |  | Face-to-face contact with members of the public |

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|  | Other (please specify): |

April 2022