



1. JOB IDENTITY

Post Title:	Assistant Systems Officer	Service:	Business Services
Section:	Finance	Grade:	Admin G
Reports to:	Systems Support Officer		

2. JOB PURPOSE

- Provide a comprehensive support service in implementing, developing, maintaining, controlling, and operating the Council's Revenues & Benefits system along with the Council's Electronic Document Management and Workflow, Corporate Arrears Recovery, and Income Management Systems.
- Process the Council's payment and collection files via BACS software.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation.

3. CORE RESPONSIBILITIES / DUTIES

- Assist with system implementation, development, maintenance, and control.
- Schedule jobs to run on the system and deal with the outputs.
- Monitor our service desk and deal with users calls as they are logged within the approved SLA.
- Train staff members at all levels within the Revenues and Benefit team in the operation of financial systems.
- Liaise with the relevant software supplier and provide solutions to problem areas.
- Test systems to ensure they are legislatively correct and meet the needs of the users.
- Identify, prioritise, and report on the implications of a particular problem areas encountered in the implementation and development of new/revised or upgraded software.
- Provide operational support to Council staff; provide first line of support to Revenues and Benefits system users for Northgate and Civica software, e.g., investigating problem areas and providing resolution.
- Liaise with Print Management supplier to ensure appropriate stationery levels are maintained and to ensure our day-to-day printing requirements are met.

4. QUALIFICATIONS AND TRAINING

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|-------------------|---|
| Essential: | <ul style="list-style-type: none"> • Educated to Higher level or equivalent transferable experience and skills |
| Desirable: | <ul style="list-style-type: none"> • IRRV Technician Certificate • ECDL or equivalent |

5. EXPERIENCE

- Essential:**
- Experience of working in a fast-paced system support environment in relation to customer focussed systems
 - Experience in using the Microsoft Office suite of products to a proficient standard particularly Excel
- Desirable:**
- Experience of using the NEC Revenues and Benefits computer system and the Civica Digital 360 system
 - Experience of working within a Finance systems environment

6. KNOWLEDGE AND SKILLS

- Essential:**
- Excellent administrative, time management, organisational and prioritisation skills
 - Ability to meet challenging deadlines
 - Excellent communication skills
 - Ability to work within a very reactive team to support other Revenues and Finance functions.
 - Ability to creatively resolve problems and to contribute to service improvements.
 - Ability to quickly adapt to constantly changing work pressures.
 - Ability to prioritise tasks and meet competing demands and deadlines.
 - Ability to take instruction and use own initiative where required.
 - Open to contributing to and implementing business change.
- Desirable:**
- Knowledge of Council Tax and Business Rates
 - Knowledge of Housing Benefit and Council Tax Reduction
 - Knowledge of a Revenues and Benefits system
 - Knowledge of an Income Management System

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post
Politically Restricted	Not applicable to this post