

JOB OUTLINE	
JOB TITLE: Systems Officer – Digital & Systems	JET CODE: 7440
DIVISION: Communities & Partnerships	
SERVICE/BUSINESS UNIT: Customer Services – Contact Centre – Digital & Systems Team	
REPORTING TO: Team Leader – Digital & Systems	
RESPONSIBLE FOR: None	
JOB PURPOSE: To assist with the design, maintenance and development of systems and digital services offered by Customer Services and with the system housekeeping, data security and data quality of these systems.	
MAIN DUTIES: • Monitor and assist with the development of management information systems to ensure their effective and efficient operation including system administration, security management and general housekeeping. • Carry out system servicing, upgrades and fixing of critical malfunctions; fix data problems and carry out integrity checks. Support and facilitate auditing of systems and processes to ensure compliance with record keeping and retention schedule. • Carry out the installation, system testing and User Acceptance testing of new software releases for all Library, Customer Services and Museum managed systems and other systems supported by the Customer Services Team. • Carry out year-end systems processes in conjunction with IT and external companies. • Provide technical support for East Lothian Council's Public Space CCTV hardware and software. • Provide advice and guidance on complex issues, ensuring effective progression of all queries and complaints. • Provide a day-to-day systems "helpdesk" function, ensuring that service users receive assistance as quickly and effectively as practicably possible including the provision of emergency systems support to Customer Services operations out of hours on a rota. This will include using initiative to deal with user enquiries and system faults as a single point of contact.	

- Take a lead role in systems and digital improvements where appropriate.
- Support and ensure GDPR/DPA 2018 Compliance on all Customer Service systems and processes.
- Develop and maintain procedures, guidance and direction in relation to systems support.
- Develop and maintain documentation and training materials over various platforms and mediums. Deliver digital and systems training sessions across the teams in conjunction with relevant staff.
- Design, develop and maintain management information and reports from all Customer Services managed systems and work to agreed performance indicators.
- Contribute to the development of the Customer Services Team digital content on the web and intranet in conjunction with appropriate staff as well as partner agencies such as NECPO.
- Assist with the planning of both long term and short term system tasks including, but not limited to, service and system development, financial year rollovers, P7/S1 transition.
- Contribute to overall team objectives by representing Customer Services at meetings, as and when required.
- Foster good working relationships with other service areas and local authorities, ensuring advance notice of changes to systems from either side with appropriate contingency and implementation plans made.
- Contribute to the development of services available in line with changing demands, targets and feedback to ensure the delivery of an effective, efficient and high quality service to both internal and external customers.
- Take reasonable care of personal health and safety and co-operate with management to enable compliance with the Council's health and safety rules and legislative requirements.
- Promote continuous improvement by applying lean thinking and any other appropriate methods to change working methods in collaboration with all relevant colleagues.
- Undertake and support process analysis and review.
- Support a culture of continuous improvement using management information and customer feedback.
- Promote a positive image of Customer Services by providing excellent Customer Care.
- Contribute to the work of the Customer Services Team and to support other members of that team, as and when required.

- Promote the Council's vision and values and a corporate culture that is positive, customer focused and supports employee engagement to the highest standards.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Educated to HNC or SVQ Level 3 in a relevant discipline e.g. IT or Business Management **and/or able** to demonstrate equivalent knowledge, skills and competencies gained through previous experience in systems administration, business administration or as an IT analyst.

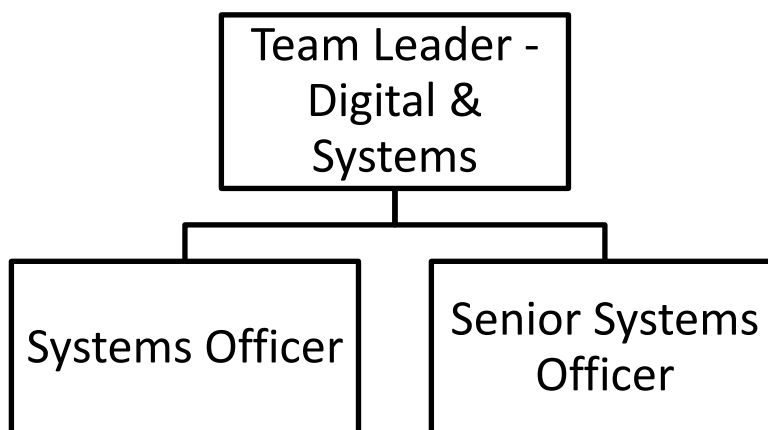
Disclosure Scotland:

- This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

Scottish Social Services Council:

- None.

ORGANISATIONAL STRUCTURE:



PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	Educated to HNC or SVQ Level 3 in a relevant discipline e.g. IT or Business Management and/or able to demonstrate equivalent knowledge, skills and competencies gained through previous experience in systems administration, business administration or as an IT analyst. This role requires Level 1 Disclosure Clearance to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement.	
Previous Experience (Paid & Voluntary Work)	Experience of working in an IT environment within a local authority or other customer focused organisation Experience of managing performance and meeting targets Experience of training Experience in a range of software applications including databases, spreadsheets, telephony systems and analytical packages Experience of using reporting tools e.g. Business Objects	
Knowledge/ Skills /Competencies	Sound understanding of customer services and best practice Understanding of the diverse needs of customers	

	Awareness of equalities and diversity Effective verbal and written communication skills Effective organisational and time management skills A skilled user of Microsoft Office	
Personal Qualities	Ability to work to a high degree of accuracy, paying close attention to detail Ability to multi-task Ability to interpret complex enquiries and information Ability to use your initiative, analyse and develop solutions to complex problems Creative Ability to work with minimum levels of supervision Ability to prioritise work effectively under pressure and to meet deadlines Ability to work flexibly as part of a team Ability to manage effective relationships with tact and diplomacy	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen	

	We work Together	
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