

Wirral Council: Job Role Descriptor

Job Role:	Training, Helpdesk & Systems Support Officer
Service:	Systems & Information (DASS)
Reports to:	Team Leader Training & Helpdesk Support / Systems Lead Officer
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	BUS
Job Family:	Business Support
Grade:	Band E

JOB ROLE PURPOSE

Provide high quality support, training and advice to all authorised users of Directorate information / case management / financial systems. Identifying gaps and weaknesses in user knowledge, system usage and functionality; to support product development and user best practice and feed into training, product development and reporting work streams.

KEY TASKS

1. Deliver training and support directly to practitioners and via the Helpdesk. Taking an active role in system upgrades, User Acceptance Testing (UAT) and roll out of new functionality.
2. Deliver and evaluate Liquidlogic and ContrOCC training courses appropriate to the needs of staff.
3. Provide a 1st and 2nd line response to user issues and ensure resolution for all Departmental systems.
4. Resolve issues locally where possible, escalate product issues to software suppliers, and monitor their resolution. Identify causes and propose methods to mitigate issues.
5. Deliver planned and ad hoc training courses to support all aspects of systems supported by the team. To become and maintain expert user status for social care systems and be able to use and understand the systems in their entirety.
6. Develop and maintain high-quality training materials for all systems; including documentation, formal and informal training courses, and self-directed learning materials.
7. Regularly refresh training materials to ensure that they remain current, accurate and keep pace with product developments and service priorities.

8. Administer the user accounts of all supported systems – ensure that new staff are sufficiently trained and have appropriate access to all systems. Assist with regular user audit programs.
9. Support the identification and resolution of data quality issues within supported systems. Assist with data quality continuous improvement work, systems configuration and data integration between systems.
10. Assist in user testing programs alongside new product releases. Support users through the completion of user acceptance testing and work on tasks assigned by the line manager in line with the systems development plans.

Training, Helpdesk & Systems Support Officer (Adult Social Services only)

11. Calculate, record and process ContrOCC inputs and outputs ensuring compliance with relevant legislation and local conventions as required.

KEY RESPONSIBILITIES

People

Inbound and outbound contact with providers and operational teams in response to financial transactions.

Build and develop partnerships and relationships with key colleagues and business partners to support the delivery of services in line with local and national priorities.

Financial

Support service teams to accurately record and process financial payments through the case management systems and linked financial systems.

Strategic

Plan and deliver training and support service for the Department's case management systems.

Contribute as appropriate to the systems development plans.

Meet Helpdesk performance measures and assist in the development of the Helpdesk in response to User feedback.

Resources

Support the examination of existing IT systems and business models, and assist in the analysis of systems requirements, and the development of new solutions.

Work collaboratively with colleagues to ensure services are delivered in the most efficient and cost effective way.

Apply knowledge, experience and judgement to provide advice to others on system, business process, resource or other issues.

Planning and Organising

Prioritise workload at short notice if required to meet strategic, local or national requirements.

Decision Making

Anticipate and resolve problems as they arise.

Escalate more complex issues to Managers as required in a timely and appropriate manner.

Review progress towards team objectives on an on-going basis and improve systems where appropriate to enhance quality.

Support the development, revision, consultation and implementation of new policies and procedures as required.

Alert managers to potentially important opportunities and risks.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- NVQ Level 2 or equivalent and/or substantial experience.

Knowledge & Skills:

- Ability to present clearly and persuasively.
- Ability to demonstrate a high level of presentation skills applicable to all levels of audience.
- Up to date knowledge of the work practices, systems, processes and procedures.
- Sound analytical and problem solving capability.

- Excellent understanding of case management systems.
- Excellent understanding of processes.

Experience:

- Proven experience of delivering training.

Desirable Criteria

Qualifications:

- NVQ Level 3 or equivalent.

Knowledge & Skills:

- Able to plan own work and work of others.
- Outstanding knowledge of Liquidlogic and associated systems.
- Excellent understanding of processes in relation to Social Care.
- A sound knowledge of Data Protection principles and practices.

Experience:

- Experience of working in a Helpdesk Support environment.
- Experience of developing training materials.

ADDITIONAL WORK ELEMENTS

There may be the occasional need to work out of hours to support the implementation of new or upgraded systems

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the job role holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the job role holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date

Graham Hodgkinson, Director of Adult Social Services

11th November 2015