**Role Profile**

|  |
| --- |
| **Job title:** Business Improvement Officer (IT) |
| **Department:** Business Services |
| **Reports to:** Business Improvement Manager  |
| **Grade:** 5 |
| **Staff responsibility:** None |

**Organisational Structure**

|  |
| --- |
| Head of Business Improvement |

|  |
| --- |
| Business Improvement Manager |

|  |
| --- |
| Business Improvement Officer (IT) |

**Job Purpose**

**IT/Systems**

The business improvement officer role is to provide all levels of support concentrating on 2nd and 3rd line support, for information technology service desk tickets and oversee and ensure that customers are receiving the appropriate assistance with high levels of customer service.

To take responsibility of managing all procedures related to the identification, prioritisation, and resolution of all support requests and the monitoring, tracking, and coordination of service desk functions.

To provide advanced support, administration, maintenance and development for the Network Infrastructure, Application and System Software both for our internal stakeholders and our external customers and contractors.

**Business Improvement**

To take a systematic approach to help the organisation optimise its resources and processes to achieve better results for customers, staff and other stakeholders.

**Key Accountabilities**

* To take a leading role in the influence of the technical co-ordination and set up of hardware/software, network management, and establish cyclical maintenance and support
* To take responsibility for IT Projects, including co-ordination and organisation, under the direction of the Business Improvement Manager (IT&IS)
* To represent the Association and liaise with suppliers of hardware and software, as required.
* To manage and develop use of the internal helpdesk
* To instruct other relevant staff in the day to day administration of the system
* To manage and provide advice of, systems security physical and logical, and standardisation of application data
* To support system users, and where appropriate conduct staff training sessions
* To assist the BIM (IT&IS) with the testing of appropriate new products (software & hardware) and take a leading role in determining their suitability for use by the Association
* To assist the BIM (IT&IS) in providing advice on system security, virus control, standardisation of application data etc.
* To administer all IT requirements, this includes management of the IT Asset inventory and controls, licensing, registration and support
* To analyse internal/external user requirements and explore options for data extraction from systems utilising query tools etc. and produce professional reports based on this data extraction
* To assist in developing the Associations IT Policies and Procedures
* To comply with the Associations Health & Safety Policy and Procedures
* To carry out any other reasonable tasks as required.
* To carry out the role using the core values of the organisation as guidance

**Person Specification**

|  |
| --- |
| **Education** |
| * Degree in Information Technology, Computer Science or a related field, or a minimum of 3 years’ experience in the BI, SQL and reporting subject area, or

3 years’ experience at a senior level in the Administration, Maintenance and Development in a Citrix, Windows Servers and Applications/Systems Software. |
| **Experience** |
| **Essential*** A track record of supporting and developing IT systems based on Microsoft Windows platform
* Experience of undertaking IT project work
* Ability to contribute to the development of policies and procedures
* Ability to investigate complex IT problems and escalate appropriately
* Have good general knowledge of Networking Technology including load balancing and firewalls.
* System administration experience of Windows Server 2008 R2 and Windows Desktop, Windows Domain Administration with Active Directory and Group Policy.
* Experience in designing and building SQL queries reports and solutions.
* Experience with most of the following: SSRS, SSIS, SQL reporting SharePoint, SQL Server to current versions.
* Strong organisational skills (planning, prioritising) are essential for this post;
* Strong Business Analysis skills
* Proficient in command Line, shell scripting and Batch Progress and SQL programs.
* Full Data Analysis landscape with previous knowledge & experience of Data Profiling, Data Cleansing and Data Quality etc.
* Excellent communication & inter-personal skills with the ability to work as part of a small team or on own initiative.

**Desirable:*** Academic qualification in relevant discipline and/or professional qualification (MCP, MCSA etc)
* Experience of training users and production of training material
* Knowledge of Housing Management/Financial systems.
* Knowledge of Xenapp(Citrix) and VMware

  |
| **Knowledge** |
| * Knowledge of Microsoft Stack such as MS SQL, MS Exchange, etc.
* Knowledge of and experience of SSIS development
* Knowledge of best practice in marketing and communications across a variety of platforms
* Have excellent knowledge of Windows Server Environments, ideally utilising PowerShell.
* Strong knowledge and experience with most of the following : SSRS, SSIS, SQL development and reporting using SQL Server 2005/2008.
* Experience in data manipulation, patching and bug fix scripts.
 |
| **Skills and Abilities** |
| * Personal Impact

(*creates a positive first impression, commands attention and respect, and is socially confident)** Listening

(*draws out opinions and information from others in face-to-face interaction)** Communication skills

*(is proficient in both written and verbal communication)** Prioritising

(*accurately assesses the relative importance of objectives, activities and events in relation to organisational goals)** Resilience

(*is able to maintain high performance levels under pressure and/or opposition and is able to maintain composure in the face of disappointments, criticism and/or rejection)** Teamwork

(*co-operates with others and is able, where appropriate, to complement the roles of others by taking on the role of leader, peer or subordinate).* * Tenacity

(*stays with a position or plan of action until the desired objective is achieved or is no longer reasonably attainable)** Time Management

(*is able to plan and organise own use of time, meets deadlines, and does not have to rely on the last minute)** Fact Finding

(*uses investigative skills and research to gather information relevant to organisational issues, trends and problems)** Following through

(*establishes procedures and monitors the progress and results of plans and activities to ensure that goals are achieved)** Integrity

(*maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)** Learning ability

(*assimilates and applies new, job-related information in a timely manner)* |

**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance