Basingstoke and Deane

Job Title	IT Applications System Administrator		
Job Number		**Preparation date**	12/01/2021
Grade (if known)	6	**Revision date**	12/02/2021
Business Unit	Corporate Services		
Section	IT		

Responsible to (job title)	Senior System Administrator	
Responsible for total number of direct reports	0	**Responsible for total number of staff managed**	0

Main purpose of job

Responsible for the implementation, support and development of the council's core corporate software applications which include (but not limited to): Corporate CRM and CMS; HR, Recruitment, Payroll and Finance Systems; Civica Open Revenues; IDOX Uniform; Document Management Systems; Planet Press.

The role holder will play a part in the new Corporate ERP project implementation, which will replace legacy Recruitment, HR, Payroll and Finance systems, and provide backfill cover for the legacy corporate software applications being replaced by the ERP.

Main responsibilities

1. Provide customer focused support to system users ensuring all IT Incidents, Service Requests, Problems and Changes to assigned core applications are handled in accordance with the ITIL best practice processes in use.

2. Support, develop, maintain and seek to continually improve the council's core corporate software applications to ensure their availability and effective use by the authority.

3. Maintain the integrity and security of assigned core council applications in accordance with the requirements of service teams and information governance.

4. Ensure core council applications are tested, patched and compliant with current legislation as agreed with the service managers.

5. Liaise with assigned service areas, attending meetings where necessary, to inform customers of new IT initiatives and to understand any projects or work where IT involvement may be required.

Key tasks

1. Provide technical systems advice and guidance on system use, developments and functionality, to the relevant service managers linked to assigned applications.

2. To keep abreast of core council application product lifecycles and co-ordinate and manage system patches, upgrades and enhancements; testing, identifying problems, investigating and applying solutions, liaising with suppliers and service users as appropriate

3. Provide any necessary support to ensure scheduled business process cycles and changes are completed to schedule, for e.g., annual leave rollover cycles, appraisal cycles, salary reviews, annual billing, financial year end, grant and benefit requirements, etc.

4. Ensure any required statutory and management reports and documents are produced in a timely manner in accordance with agreed schedules.

5. Creation and running of workflows and batch jobs including associated reports, data transfers, mail merges and global updates.

6. Support the Digital Programme, providing specialist guidance on products within post remit.

7. Develop a working knowledge of core supported applications and provide cover and assistance in the digital team as required.

8. Undertake such work as the Senior System Administrator may determine is compatible with the responsibility levels of the post.

9. To ensure that service delivery complies with current regulations, accepted professional standards, the council's policies and procedures and appropriate legislation (including legislation on equalities, health and safety and safeguarding children).

Essential User	No
Special features and/or equipment *(anything 'out of the norm')*	Work outside of normal office hours may be very occasionally required. The need to respect confidentiality is essential.

Signatures			
Job Holder		**Date**	
Line Manager or Head of Service		**Date**	

This document sets out the main dimensions of the job it describes. It does not define all individual tasks, which may be expected to change from time to time to meet operational needs.