

ROLE DESCRIPTION: Systems and Technology Officer	
Reports to: Head of Technology and Data	Responsible for: none
Role purpose:	
<p>Provide first line support for technology, systems and devices, fulfilling all business-as-usual requirements including configuration, testing, triage and assistance.</p> <p>Manage devices and work in partnership with vendors and external IT support service to provide a cohesive service and assist colleagues with advanced issues.</p> <p>Implement system upgrades, changes and improvements to ensure systems keep pace with operational and business requirements.</p>	
Key responsibilities:	
General	
<ol style="list-style-type: none"> 1. Ensure that technology devices, systems and platforms are effectively maintained, enhanced, and support evolving organisational priorities and needs 2. Ensure technology supports colleagues to fulfil their roles and meet business needs and aims 3. Represent the Technology and Data team internally and externally, working in partnership with vendors and external IT support service as appropriate 4. Contribute to effective contract management and maintain strong working relationships with vendors, attending and support contract management meetings as required 5. Contribute to workshops to help identify and capture business needs and translate these into technology solutions 6. Keep abreast of technological developments and new system functionality and features 7. Ensure change is managed in careful, coherent and considered manner, in accordance with agreed change management processes 8. Manage the technology ticket system on a day-to-day basis, logging, updating and closing tickets in real time and ensuring decisions and actions are fully documented 9. Work collaboratively as a member of the Technology and Data team, collectively delivering the team's brief and supporting the organisation 10. Support colleagues across the organisation, being mindful of differing technological ability and confidence 11. Help ensure systems and data are understood, working in conjunction with the Head of Technology and Data, and Data and Insight Officer, documenting and explaining the journey of data through systems and the impact of changes and functionality 12. Assist with production of data reports and data extraction where required 	

Support
<ol style="list-style-type: none"> 1. Provide appropriate training and support to users to ensure they are able to confidently and successfully utilise all systems and devices required of their role 2. Provide user training, support and advice, including for new users, upon request and in accordance with training plans 3. Assist with conducting digital skills analysis and training needs assessments to improve digital capacity, devising training plans where appropriate
Systems
<ol style="list-style-type: none"> 1. Manage core and peripheral systems, ensuring their stability, security, and effectiveness 2. Implement, maintain, and enhance systems as required 3. Diagnose and resolve system issues, liaising with the user, vendor and external IT support service as required 4. Implement routine system enhancements eg new users, actions, cases, or communication templates 5. Perform defect management, testing, reporting and resolution, working with vendors 6. Coordinate system upgrades including testing and deployment 7. Produce and execute robust testing plans and effective user acceptance testing (UAT) where directed
Devices
<ol style="list-style-type: none"> 1. Maintain a record of all devices and their allocated users 2. Allocate and issue devices as appropriate, coordinating device configuration as needed 3. Ensure all devices are appropriately and proactively maintained 4. Coordinate a programme of device maintenance, working with external IT support service to ensure all devices are suitable, in good condition, performing well, up-to-date and secure 5. Provide low-level assistance to users regarding devices, referring to external IT support service where appropriate

Additional Information
<ol style="list-style-type: none"> 1. To promote the values of IDS at all times and demonstrate a high level of commitment to diversity and inclusion. 2. To ensure the principle of confidentiality and the requirements of the Data Protection Act and GDPR are fully applied to the work of IDS 3. To actively promote Health and Safety in all aspects of your duties relating to colleagues, customers, contractors/ consultants and external agencies.

4. To be aware of risk in the area of business for which the role holder is responsible and to report any risk to the appropriate person in accordance with risk management.

Please note

This is the description of the job as it is constituted at the date shown. It can not cover every issue or task that may arise within the post at various times and the postholder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

IDS reserves the right to periodically review the job profiles in line with strategic organisational aims. This will be conducted by the appropriate line manager in consultation with the postholder with aim of reaching agreement where possible.

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise.

Values

The Industrial Dwellings Society have identified 3 key behaviours and values which should be demonstrated by all IDS employees.

Trust

acting as **One Team**

being **Agile**

PERSON SPECIFICATION: Systems and Technology Officer	
<u>Experience and qualifications:</u>	
Essential	Desirable
<p>Relevant ICT qualification or equivalent experience</p> <p>Experience of administering or supporting a housing management system, or other comparably complex system</p> <p>Experience of managing core business systems including implementation, enhancement, upgrade and user support</p> <p>Experience supporting users</p>	<p>Experience of managing Civica Cx</p> <p>Experience of working within an IT team or service desk</p> <p>Experience of system implementation and upgrade</p> <p>Experience of system testing and user acceptance testing (UAT)</p> <p>Experience of managing technology systems, including implementation and launch, maintenance and improvement, and migration</p>
<u>Knowledge:</u>	
Essential	Desirable
<p>Excellent knowledge of technology and systems</p> <p>Familiarity with Microsoft Windows and Microsoft 365</p>	<p>Knowledge of the social housing sector</p> <p>Knowledge of Civica Cx, C365Cloud, iAuditor, CX-Feedback and or Monday.com</p> <p>Good understanding of housing management systems, repair management systems and asset management systems</p>
<u>Skills:</u>	
Essential	Desirable
<p>Good level of written, spoken and interpersonal communication skills</p> <p>Ability to use judgement and take ownership of decisions</p> <p>Strong time management skills and an ability to plan and manage limited resources</p>	<p>Change management skills</p> <p>Ability to write SQL queries</p>

<u>Attributes:</u>	
Essential	Desirable
Excellent teamworking, collaborative and inclusive Commitment to continuous improvement Able to apply own initiative while adhering to established change management processes Precise with attention to detail at all times Can do attitude and a desire to find solutions	Passionate about technology and data Strong customer service ethic