

Kent County Council

Job Description: *Systems Operations Analyst*

Directorate: Adult Social Care and Health
Unit/Section: Business Development Unit – Systems and Performance Team
Grade: KR9
Responsible to: ASCH Senior Systems Operations Officer

Purpose of the Job:

The purpose of this post is to support the Senior Systems Operations Officer by working closely with operational colleagues to assess and manage the effectiveness of existing systems within Adult Social Care and Health (ASCH) to assist in ensuring requests for change or improvements are implemented.

Main duties and responsibilities:

- Build positive relationships with operational managers and teams to respond to business needs, instil confidence and trust in the service and encourage proactive engagement with the Systems team to resolve issues and requirements.
- Support the Senior Systems Operations Officer to provide a responsive service to system troubleshooting, change requests and new system requirements for case management across ASCH.
- Manage specific pieces of work delegated by the Senior Systems Operations Officer and ensure allocated work follows change control processes and is completed within expected timescales to best support the business needs.
- Support partners to facilitate changes and improvements to all ASCH systems, advising knowledge of business requirements where appropriate to ensure systems are fit-for-purpose.
- Support Senior Systems Operations Officer and Senior Systems Development Officer to implement new system solutions to provide accessible systems to operations and managers.
- Ensure all system and process changes consider, and are compliant with, information governance requirements, Adult Social Care and Health policies, practice standards and service requirements to reduce the risk of data breaches and poor inspection ratings.
- Work closely with the colleagues in Systems and Performance to plan the development, configuration and implementation of new systems and system requirements, supporting subject experts Training and Testing Manager and Senior Systems Development Officer with operational knowledge.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Systems Operations Analyst*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> NVQ level 3 or equivalent qualification.
EXPERIENCE	<ul style="list-style-type: none"> Experience of using advanced Microsoft applications. Experience of using Adult Social Care and Health systems. Experience of developing new business or IT system processes. Experienced in establishing relationships across a wide range of services. Established experience of project management and ability to deliver outcomes within tight deadlines. Experience of identifying and rectifying system issues.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Ability to work with colleagues from different teams and across organisational boundaries to achieve shared goals. Ability to prioritise workload and work to deadlines. Ability to continually adapt to a changing environment. Excellent oral and written skills Ability to use technical knowledge and expertise to identify and resolve complex problems, including understanding of technical infrastructure and architecture of management information systems to identify efficient ways of working. Developed presentation and communication skills with the ability to articulate complex concepts and ideas impartially to non-specialist audiences. Strong organisational skills.
KNOWLEDGE	<ul style="list-style-type: none"> Data protection requirements, particularly those relating to data sharing across agencies. Proficient understanding of Adult Social Care and Health business needs and current systems.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> We are brave. We do the right thing, we accept and offer challenge We are curious to innovate and improve We are compassionate, understanding and respectful to all We are strong together by sharing knowledge We are all responsible for the difference we make <p>Our values enable us to build a culture that is: Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p>

	<p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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