

Impact Housing Association Ltd

Role Profile



JOB TITLE: IT SERVICE OFFICER

SCALE: OFFICER 2 (SCP: 34-37)

TEAM: IT TEAM

**LOCATION: HEAD OFFICE,
WORKINGTON**

REPORTS TO: IT SERVICE MANAGER

DATE: MAY 2019

Job Purpose

The IT Service Officer will support the organisations Microsoft SQL database systems, housing management system and mobile working solution(s) ensuring that systems are well maintained and meet the needs of the organisation.

Valued Behaviours

The Valued Behaviours for all staff throughout the Association are attached separately.

Key Responsibilities

1. Day to day management of the Association's SQL database systems including monitoring, performance, backup and maintenance, report writing and fault remedy.
2. Lead on the design, scoping and development of data reporting through the use of Microsoft SSRS & SSIS.
3. Assist the IT Service Manager in the service delivery of business system data and analysis including advising on industry best practice, data security, integrity and optimising performance, and provide approval on database design functional specifications.
4. Accountable for the definition, design, implementation and continuous improvement of pro-active monitoring and alerting of thresholds in database efficiency and performance, and as required, undertaking remedial actions.
5. Control and monitor user access to the database, monitoring and optimising the performance of the database, planning for backup and recovery of database information, maintaining archived data, backing up and restoring databases and contacting database vendor for technical support.

6. Creating complex query definitions and data driven subscriptions that allow data to be extracted and communicated in a controlled and secure manner and guide technical colleagues as required on best practice/how to input and extract data.
7. Adhere to Data Architecture and Information Security controls thereby sustaining the security and integrity of the data.
8. Day to day management of the Association's housing management & finance accounting system ensuing optimal performance, application of updates/software fixes and maintenance of integration with other business systems.
9. Ensure that all information security requirements, including data protection, are met in accordance with the association's policies, procedures and statutory requirements.
10. Diagnose, research and identify solutions with the support of the other IT members and third party software, hardware and network providers.
11. Provide second line helpdesk support to assist the IT Team.
12. Develop and maintain administrative processes and systems with regard to the IT systems ensuring that records and documentation is accurately maintained.
13. Develop and maintain expertise in the Association's software packages and applications.
14. Visit other Impact sites, as required, to provide IT support.
15. Provide support and training to staff in the use of Impact's computer systems.
16. Participate in cross-functional working groups and reviews.
17. Develop and maintain an awareness of computer procedures throughout the Association.

General:

18. Show enthusiasm and innovation for the use of technology.
19. Ensure internal business processes are followed in line with IHA's policies, procedures and statutory requirements.
20. Ensure all data protection requirements are met in accordance with IHA's policies, procedures and statutory requirements.
21. To attend and actively participate in team meetings (where appropriate), line managements, appraisals, training and Impact mandatory events. To be an active and effective member of the team.

22. To take a full and positive role in training courses as and when required, which may include responder First Aid training.
23. To undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.
24. To co-operate with Impact so that Impact can fulfil its duties under health & safety legislation.
25. To undertake health and safety duties in line with all Impact's Health & Safety policies and arrangements; in particular carrying out and reviewing risk assessments relevant to your service provision and locations and implementing relevant control measures.
26. To work flexibly and collaboratively with other staff and partners to ensure delivery of an excellent and seamless service. To work at all times to achieve the key requirements of Impact's Vision and Corporate Plan, as appropriate.
27. To undertake all duties in accordance with Impact's Diversity Policy and all other relevant policies and procedures.
28. Any other duties as are reasonably required within the general nature and level of the post as agreed with the line manager.

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<ul style="list-style-type: none"> • Experience of delivering complex IT solutions • Experience in the use of Capita Open software products 	Desirable (1) Desirable (2)	Application Form/Interview Application Form/Interview
Education/Qualifications <ul style="list-style-type: none"> • Good standard of general education to GCSE level (or equivalent). • Willingness to actively work towards further IT qualifications suitable to the role. • Holds a qualification in the administration and/or development of Microsoft SQL. 	Essential (17) Essential (18) Desirable (3)	Application Form Application Form Application Form
Other <ul style="list-style-type: none"> • Valid UK Driving License with access to a car for occasional business use. 	Essential (19)	Application Form
Valued Behaviours <ul style="list-style-type: none"> • See separate document attached. 	Essential (20)	Interview

Valued Behaviours

Business Focus –

- Ensuring we achieve VFM, efficiencies and source opportunities in our day to day activities
- Optimise the efficiency of your part of Impact's business within the social objectives of the wider organisation

Courageous -

- Be passionate, optimistic and resilient in a fast changing environment
- Be proactive in driving change
- Have the confidence to assess and make decisions. Take calculated risks that will have a positive outcome for the business

Communication –

- Have good listening, communication and people skills to enable you to interact, liaise, and negotiate effectively with teams across the organisation, internal and external partners. Sharing information widely (up, down and across)
- Listen to the opinions of others, and be clear and persuasive in communicating your own, appropriate to the organisational needs.
- Celebrate success

Develop your potential –

- Have a focussed attitude, explore solutions to problems prior to escalating them
- Have a desire to keep learning whilst sharing knowledge and skills with colleagues. Seek out best practice internally and externally
- Actively develop yourself and support and enable others in their own development

Customer Focussed –

- Have an adaptable style according to the needs of your customers and recognising customer service is vital to Impact's continued success - in line with the Customer is Key

Valued Behaviours

Accountability –

- Be self-aware, acknowledging and assuming responsibility for individual actions
- Do what you commit to do within a timely manner and with a sense of urgency
- Hold others and yourself to account in a positive but challenging manner

Integrity –

- Be able to cope with difficult situations and handle them well, conduct yourself with the utmost integrity and transparency
- Live the organisation's values and be a role model to others
- Be authentic in all dealings internally and externally

Collaborative –

- Make a positive contribution to team culture with the ability to inspire and enable others.
- Develop the organisation's common purpose by effectively working with teams and partners.

Equality and Diversity -

- Value people from all sections of the community and have an equitable approach to the rights and responsibilities of everyone.
- Recognise and respect the needs of everyone ensuring that no resident, customer or member of staff is discriminated against or receives less favourable treatment
- Maintain a proactive approach to diversity and communicate in a way that staff, contractors, volunteers and clients are fully aware of our commitments.

February 2017