##### JOB DESCRIPTION

**JOB TITLE: Business Systems Service Desk Analyst**

**RESPONSIBLE TO: Business Systems Supervisor**

**ACCOUNTABLE TO: Head of Business Systems, Residential Care Services**

## JOB SUMMARY

The post holder’s duties will include the maintenance of the business systems, resolving end user problems and queries, assisting in system developments and the implementation of new functionality or features.

The post holder will be someone who is able to identify problems and come up with solutions quickly. They will be expected to be a passionate advocate of the business systems, helping secure user buy-in for new system developments and/or introduction of new business processes.

The postholder will deal with a wide variety of circumstances and issues using their professional expertise and experience, be familiar with and contribute to the broader business development and expansion of the Company and respond to new and changing requirements as the working environment develops. This must be recognised as an integral part of the job.

### Key Responsibilities

* Provide first line support for the business systems to operational and support service users. Acts as a first point of contact for users of the system delivering professional expertise and resolves issues in a tactful, polite and approachable manner.
* Receive and log all support calls relating to the business systems using the division’s help desk systems.
* Perform initial investigation into user queries and resolve where possible.
* Escalate support calls and tasks to team members as appropriate.
* Monitor the progress of support calls and provide feedback to users.
* Ensure that all support calls are closed within SLA timescales. Any exceptions to this are escalated to the Business Systems Supervisor.
* Provision of support and training to staff in the use of the systems including ad hoc training to individuals over the telephone or video conferencing and assisting in delivering training to groups in a classroom environment.
* Produce quality written procedures and user manuals to support the operation and maintenance of the systems.
* Assist in the maintenance and operation of the business systems. Tasks include maintaining code structures, reconciling balances, processing interface files, administering user access and maintaining workflow authorisation systems.
* Carry out daily system maintenance work including checking the systems are functioning correctly and interface files been processed successfully.
* Create new or change existing user accounts across all the business systems.
* Participates in the testing of systems and processes as part of upgrading and developing new functionality or applications.
* Complies with the Company Appraisal system and attend an appraisal every year and at least quarterly updates.
* Ensure mandatory training requirements are met.

This list of key responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

### Health and Safety

As an employee of Care UK, the postholder has a duty under the Health and Safety at Work Act 1974, to:-

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The postholder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Postholder …………………………………..

Signature …………………………………..

Date …………………………………..

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| **Supplementary Information - Business Systems Service Desk Analyst** |

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| **Location:** | Colchester |
| **Hours:** | 37.5 |
| **Length of Contract:** | Permanent |
| **Leave:** | 25 days plus 8 public holidays |
| **Pension:** | Company |
| **Car Parking:** | Available on site free of charge |
| **Employee Assistance Programme:**  | Available free of charge 24 hours a day, 7 days a week  |

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| **PERSON SPECIFICATION – Business Systems Service Desk Analyst** |
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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Education to ‘A’ level or equivalent.
 | * Educated to further education or a degree level.
* Studying towards a professional qualification.
* Driving license.
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| Experience | * A minimum of 6 months experience of working in an IT/support environment in a large complex organisation.
 | * Commercial sector experience.
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| Technical Skills | * Microsoft Office skills, particularly in Outlook, Excel, Word and Powerpoint
* Analytical and problem solving skills
* Experience of delivering training and production of training documentation
 | * Experience of using the Advanced Health and Care Caresys, Midland iTrent or the Agresso finance systems.
* Evidence of continuing professional development
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| Personal Qualities | * Good interpersonal and communication skills
* Good written communication skills
* Calm and professional demeanor
* Logical and systematic in work processes
* Ability to work under own initiative and as part of a team
* Requires minimal supervision and works on own initiative
* Ability to cope effectively under a fast paced evolving working environment.
* Able to work to demanding deadlines and with a high degree of accuracy
* Organisational skills to be used in planning own work
* Self motivated and enthusiastic
* Focused on delivering timely results and achieving customer satisfaction
* Willingness to learn
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