

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>BUSINESS SYSTEMS DEVELOPER</b>
<b>RESPONSIBLE TO:</b>	<b>ICT BUSINESS SYSTEMS SUPPORT MANAGER</b>
<b>DEPARTMENT/ SECTION:</b>	<b>INFORMATION AND COMMUNICATION TECHNOLOGY</b>
<b>SALARY (£):</b>	<b>Gr. 9-10</b>

### MAIN PURPOSE OF THE JOB

- To provide a high level of customer service and operational support to users of CCGs business systems.
- To provide technical support to all existing business systems.
- Promote more efficient methods of working through the enhancement of existing systems and the implementation of new systems.
- To maximise the use and benefit of CCG's investment in the Office 365 online working environment.
- Promote and help develop 'available anywhere' automatic electronic form workflows to replace all remaining paper or email based manual workflows within the organisation.
- To identify inefficient business processes and re-engineer them using online business process management tools, SharePoint Online, MS Power Apps and integrations with existing systems.
- To work with the Business Systems Support Manager to deliver ICT projects.
- To support information management and develop online 'self-service' portals, both to external customers (to CCGs housing services) and to internal staff (to corporate and HR processes).
- Promote and support the generation of useful business intelligence by those best placed to act on it.
- The ability to develop database driven information systems using web based technologies such as .net or php

## VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities

By keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable

## KEY RESPONSIBILITIES

### Business Systems

- Assist in the design, implementation and maintenance of business systems to ensure that they meet business requirements.
- Ensure all systems are documented according to company standards and that all related policies and procedures are kept up to date.
- Capture and document user requirements for all business systems and propose appropriate solutions.
- Utilise monitoring processes to measure and report on business performance and produce management reports as required.
- Provide advice and guidance to all end users of CCG's business systems.
- Assist in delivering training to all users on new and enhanced systems.
- Attend user groups to further develop understanding of systems in use by the organisation.

- Demonstrate an understanding of methodologies used to develop mobile based applications on platforms such as IOS or Android
- The use of web services to integrate and connect to data based information systems, internally or externally.

### Collaborative Working

- To be a passionate and fervent promoter of agile and online collaborative working methods.
- Promote, support and develop the use of the Office 365 collaborative working modules, such as Yammer, Skype for Business, Teams and Newsfeed.
- To promote, identify and develop lean and agile working solutions within the Office 365 online environment.
- Develop electronic forms and automated process workflows using business process management tools, SharePoint Online, MS Power Apps and integrations with existing business systems.
- Develop the organisations SharePoint online environment, to include My Site, Team Site, Intranet and EDRMS functionality.
- Support and develop CCGs corporate website to include digital 'self-service' capabilities for its customers and follow-on automated back-office workflows
- Assist in delivering training to all users on any new agile functionality.

### Analytics and Reporting

- Promote and support the generation of useful business intelligence, at the right time, by those best placed to act on it.
- Promote and support the use of MS Power BI to automate routine data cleansing, reporting and sharing of business intelligence..

### Support desk and 3rd Parties

- Resolve and monitor business systems support calls received by the support desk, within SLA's, covering both systems and interfaces.

- Work with 3rd party software systems and associated interfaces
- Manage system access to business systems

### Customer Focus

- Maintain a customer focussed ICT service to all users at all times.
- Plan, test, train and keep users informed about systems upgrades and new module implementations.
- Monitor and ensure routine tasks (reports, extracts, programmes, etc) are completed as scheduled so that service delivery is not interrupted.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your line manager, Assistant Director or Director

## PERSON SPECIFICATION

	ESSENTIAL/ DESIRABLE
<b>QUALIFICATIONS</b>	
Graduate level or equivalent experience, in a computing related discipline	E
<b>EXPERIENCE, KNOWLEDGE AND SKILLS</b>	
A fluent bilingual Welsh/English speaker	E
A fluent bilingual Welsh/English writer	D
Experience of working with complex database driven business systems.	E
Troubleshooting business systems, diagnosing and solving software faults	E

Researching and installing new systems, and scheduling upgrades	D
Evaluating user needs and system functionality.	E
<b>EXPERTISE</b>	
Business analyst and business process optimisation skills	D
Microsoft Office 365 'stack' applications	D
Microsoft SharePoint	D
Automated and semi-automated electronic workflow development	D
Database technologies such as SQL, SSRS and Data Warehousing	E
Data analysis, reporting and Microsoft Power BI	D
Web development skills	D
Development tools such as Visual Studio, php, C#, .NET	D
<b>OTHER</b>	
A concern for the professional development of yourself and promotion of good working relationships.	E
Ability to present written and verbal information in a clear and concise manner.	E
Ability to prioritise and execute tasks in a high-pressure environment.	E
Ability to make sound and logical judgments.	E
Able to conduct research into issues and products as required	E
Self-motivated and directed	E
Keen attention to detail.	E
Proven analytical and problem-solving abilities.	E
Strong customer service orientation.	E
Flexibility in approach to hours worked.	E
Current, Clean and Full Driving Licence with access to a vehicle.	E
Evidence of commitment to Diversity and Equal Opportunity policies and practices.	E



**CARTREFI CYMUNEDOL**  
GWYNEDD