Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr
www.bridgend.gov.uk

Job Description

DIRECTORATE: Chief Executive

DEPARTMENT: Partnership Services / ICT

POST: Software Support Engineer (Social Care)

GRADE OF POST: GR08

RESPONSIBLE TO: CCIS & Schools MIS Support Team Leader

JOB PURPOSE:
The post holder will provide application and technical support focusing on the customer for all relevant BCBC ICT systems specifically focused around the Social Care System. Carrying out development, support and maintenance, resolving problems and providing relevant information to end users.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- To receive and investigate (triage) incidents and enhancement requests from end users and prioritise requests in accordance with agreed criteria. This may include testing areas of functionality to ensure correct usage by end users and identifying any subsequent training requirements.
- To provide correct responses to incidents by means of making system modifications, developing workarounds or ensure all work is carried out and documented in accordance with required standards, methods and procedures, this includes defining new standards and procedures, as appropriate.
- To provide correct responses for enhancement requests by means of making system modifications, site-specific enhancements, reconfiguring systems, maintaining user guidance or escalating requests to secondary systems development staff or software suppliers. Ensure all work is carried out and documented in accordance with required standards, methods and procedures.
- To monitor application systems or modules for which responsible, by regular scrutiny of reports from the applications software, systems software or service delivery staff, in accordance with agreed procedures. Documenting problems and identifying performance trends. With assistance from more senior colleagues where necessary, take corrective action to improve performance and to avoid problems arising.
- To support the implementation of the national programme of systems development and ensure that planned systems developments are compatible with the existing systems and infrastructure. This may include the production of test plans to assist in the process.
- To undertake systems administrations and system security tasks in accordance with Directorate policy, procedures and practices of end users.

- To be involved in the creation, maintenance and cataloguing of all WCCIS stored procedures, functions and local tables, in accordance with user requirements. Ensure all work is carried out and documented in accordance with required standards, methods and procedures.
- To be involved in the creation, maintenance and cataloguing of all WCCIS end user reporting requirements and allowing appropriate access in line with pre-determined service requirements. Understanding legislation and where applicable scoping and designing the technical requirements around legislative changes which are a mandatory requirement.
- To provide an effective interface between users and service providers, including external commercial suppliers where applicable. This interface includes documenting problems, progress checking and ensuring that all diagnostic information is provided for error resolution and incident analysis.
- To interprets technical, application and procedure manuals on behalf of non-technical users, providing information on the full range of capabilities.
- To mentor and provide guidance to temporary assigned trainees or student placements.

GENERAL DUTIES

Health and Safety
To fulfil the general and specific roles and responsibilities detailed in the
Health and Safety Policy

Equal Opportunities
To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding
Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary
This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

CRIMINAL RECORDS CHECK (WHERE APPLICABLE)

This post requires a criminal records check through the Disclosure & Barring Service (DBS).

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Person Specification
Software Support Engineer (Social Care)
The following attributes represent the range of skills, abilities and experiences
etc. relevant to this position. Applicants are expected to meet the attributes
that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Qualifications, Education & Training	• Possess a relevant ICT qualification, equivalent to NVQ level 4 or ability to demonstrate competence through experience. • Committed to own personal development.	Yes	Production of original Qualification Certificates and application form.
Knowledge & Experience	• Experience of Microsoft Operating Systems and Office products. • Previous experience with supporting, developing and maintaining software packages. • Management reporting. • Transactional SQL. • Knowledge of process-based ICT systems	Yes	Interview, application form, and selection process.
Skills & Personal Qualities	• Working unsupervised . • Able to maintain composure and personal effectiveness in situations of pressure. • Effective communicator possessing strong inter-personal skills. • Able to analyse problems quickly and effectively. • Motivated. • Dependable. • Able to analyse problems quickly and effectively. • The ability to communicate through the medium of Wwelsh.	Yes	Interview, application form, and selection process.