

Role Profile

Systems Technician			
Reference No:	A5631		
Service:	Property Services (Data Management)		
Job Family:	Planning, Property and Assessors	Grade:	FC7

Purpose
To be part of a team ensuring the provision, maintenance and development of high-quality data to meet & exceed Property Services operational and regulatory needs.
Focus on the specification, testing, documenting, training and implementation of new requirements and amendments to existing system processes (specifically those relating to Civica CPM the Councils property asset management system).

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Providing support to the Data Quality/Standards Lead Officer in the development of standards, procedures and documentation in relation to the Service E vision.	Educated to SCQF level 8 which includes HND or SVQ level 4 or equivalent in a relevant IT qualification.	✓	
	Prince 2 qualification		✓
Supporting the development of the Service E vision.	Experience of IT systems in a property environment		✓
	Detailed awareness of an organisational priorities in relation to the use of systems and their outputs.	✓	
Liaising with end users/vendors to ensure that systems remain fit for purpose and meet required outcomes.	Analytical skills	✓	
	Ability to co-ordinate and prioritise tasks to tight schedules	✓	
	Communication skills (both written and oral)	✓	
Develop innovative solutions utilising the systems available (including (but not limited to) Civica CPM, ArcGIS Pro, and MS Excel) in response to work requirements.	Creative thinking.	✓	
Preparing detailed specifications describing how existing processes,	Attention to detail skills	✓	

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systems work and what changes will be required to implement the new process.	Business Analysis of user requirements & documenting business processes	✓	
Working with software vendors in understanding new system developments with potential to enhance existing systems/processes.	Ability to review information and make improvements	✓	
	Experience of preparing functional specifications		✓
	An understanding of the interaction between systems	✓	
Supporting all new Property systems development work, including testing modifications against specifications to ensure no adverse results, recording and resolving any issues arising.	Problem solving skills	✓	
	Awareness of systems development lifecycle.		✓
Experience providing technical support and training to end users. Tracking and recording any issues raised including their resolution, chasing up vendors if necessary.	Experience of delivering end user training	✓	
	Ability to analyse, document and describe data in a logical manner	✓	
	Experience in the use of MS Office suite of products	✓	
	Experience of report writing tools (e.g. PowerBI)		✓
	Experience of using AutoDesk Design Suite, IES, Masterbill		✓
	Experience of using Civica CPM		✓
	Experience of using ArcGIS Pro		✓
Preparing and updating training manuals, end user guides and any other relevant documentation relating to systems and processes.	Experience in the production of clear and detailed end user documentation/guides.	✓	
Reviewing user access requests and set up accounts where appropriate.	An understanding of Building compliance regulations		✓
Assisting in the routine upgrades of systems including working with BTS colleagues to ensure formal protocols are adhered to.	Understanding end user requirements	✓	
	Organisational skills	✓	
Keeping up to date with developments within the Property IT Sector.	IT Research Skills		✓
Formalising areas of development using Project Management principles.	Project Management Skills		✓

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Designing, coordinating & producing reports from Civica CPM.	Experience of relational databases.		✓
Support in the co-ordination, planning & programming of the Asset Valuation Programme.	Proficient in the use of advanced Excel features.		✓
Responding to FOI's and assisting with general property enquiries both from the public and internally.			
Data processing and quality assurance.			
Reconciliation of data against other systems.			
Preparation of annual benchmarking data.			
Maintenance and development of the Geographic Information Systems.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>