

Systems Technician			
Reference No.	A4798	Type	Individual
Service	Property Services (Data Management)		
Job Family		Grade	FC7

Purpose
To be part of a team ensuring the provision, maintenance and development of high-quality data to meet & exceed Property Service 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 TF Cloud) 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 organisations 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)	✓	
Preparing detailed specifications describing how existing processes, systems work and what changes will be required to implement the new process.	Attention to detail skills	✓	
	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	✓	

Role Profile

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 TF Cloud		✓
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	✓	
	Ability to provide a regular and effective service 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		✓
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:

- Skills Framework (if applicable)
- How we work matters

Expected Behaviours – it is essential that you display the following behaviours as they are expected of all of our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results

