

BTS SYSTEMS OFFICER

Reference No.	G099.01	Type	Generic
Service	Business Technology Solutions		
Job Family	Para Professional 4	Grade	FC6

Purpose

Utilise developed skills and experience to provide a broad range of specialist information, technical, project and business support activities, which will underpin the effective provision of BTS service delivery.

Managing and co-ordinating others to ensure the achievement of service delivery and projects targets, both within BTS and to staff and Services within the Council, including Partnership projects.

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
<p>Porting/software configuration – SFIA Level 4</p> <p>Configuring software and testing platform-specific versions of one or more software products. Reporting the outcome of testing and identifying potential improvements to the process and to the software products according to agreed designs and standards.</p>	<p>Significant specific application experience of managing application life cycles (Take ownership – See ‘How We Work Matters’ Framework)</p> <p>Proof of formal application training to support and maintain large application systems</p> <p>Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent, preferably in computing or a related subject or equivalent experience</p>	<p>✓</p> <p>✓</p>	<p>✓</p>

Role Profile

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Data analysis – SFIA Level 3 Applying data analysis and data modelling techniques to establish, modify or maintain a data structure and its associated components (entity descriptions, relationship descriptions, attribute definitions).			
Systems design – SFIA Level 2 Undertaking complete design of simple applications using simple templates and tools. Assisting as part of a team on designing components of larger systems. Producing detailed designs including for example, physical data flows, file layouts, common routines and utilities, program specifications or prototypes, and backup, recovery and restart procedures.	Ability to provide a regular and effective service	✓	
Testing – SFIA Level 5 Coordinating and managing planning of the system and/or acceptance tests, including software security testing, within a development or integration project or programme. Taking responsibility for integrity of testing and acceptance activities and coordinating the execution of these activities. Providing authoritative advice and guidance on any aspect of test planning and execution. Defining and communicating the test strategy for the project. Managing all test processes, including test plans, resources, costs, timescales, test deliverables and traceability. Managing client relationships with respect to testing matters. Identifying process improvements, contributing to corporate testing standards and defining best practice.	Documentation skills	✓	
Application support – SFIA Level 5 Drafting and maintaining procedures and documentation for applications support. Managing application enhancements to improve business performance. Advising on application security, licensing, upgrades, backups, and disaster recovery needs. Ensuring that all requests for support are dealt with according to set standards and procedure.			

E = Essential Criteria D = Desirable Criteria

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Business process improvement - SFIA Level 5 Analysing business processes; identifying alternative solutions, assessing feasibility, and recommending new approaches. Contributing to evaluating the factors which must be addressed in the change programme. Helping establish requirements for implementing changes in the business process.	Customer service skills (Focus on customers)	✓	
Continuity management – SFIA Level 4 Providing input to the service continuity planning process and implements resulting plans.			
Business process testing - SFIA 4 Specifying and developing test scenarios to test that new/updated processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits. Recording and analysing test results, and reporting any unexpected or unsatisfactory outcomes. Using test plans and outcomes to specify user instructions.	Ability to work within defined processes and fulfil a number delegated operational or technical support tasks, ensuring the highest level of service and working to agreed service levels (Deliver results)	✓	
Release and deployment – SFIA Level 5 Leading the assessment, analysis, planning and design of release packages, including assessment of risk. Liaising with business and IT partners on release scheduling and communicating progress. Conducting post release reviews. Ensuring release processes and procedures are applied.			
Incident management – SFIA Level 4 Prioritising and diagnosing incidents according to agreed procedures. Investigating causes of incidents and seeks resolution. Escalating unresolved incidents. Facilitating recovery, following resolution of incidents. Documenting and closing resolved incidents according to agreed procedures.	Team working (Work together)		✓

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<p>Customer service support - SFIA Level 3</p> <p>Acting as the routine contact point, receiving and handling requests for support. Responding to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Providing first line investigation and diagnosis and promptly allocating unresolved issues as appropriate. Assisting with the development standards, and applying these to track, monitor, report, resolve or escalate issues. Contributing to creating support documentation.</p>	<p>Ability to adherence to agreed BTS service standards are met internally and delivered (Embrace technology and information)</p>	<p>✓</p>	
<p>Requirements definition and management – SFIA Level 3</p> <p>Defining scope and business priorities for small-scale changes and assist in larger scale scoping exercises. Eliciting and discovering requirements from operational management and other stakeholders. Selecting appropriate techniques for eliciting detailed requirements taking into account the nature of the required changes, established practice and the characteristics and culture of those providing the requirements. Specifying and documenting business requirements as directed, ensuring traceability back to source. Analysing them for adherence to business objectives and for consistency, challenging positively as appropriate. Working with stakeholders to prioritise requirements.</p>	<p>Inter personal skills</p>	<p>✓</p>	

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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				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • 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 our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results