

Job Description: Business Systems Officer (CRM/SharePoint)

Reports to: IT & Business Manager

Directorate/team: Corporate Services / IT & Business Management

Grade: Grade 4

Job Purpose:

To provide support, advice and maintenance for the core IT systems that support the effective functioning of the LGA. This will include Agresso Business World (Finance and HR), CRM and SharePoint. This post will primarily focus on Microsoft Dynamics CRM and SharePoint.

Core Accountabilities:

1. Establish networks and contacts across all services and with relevant partners.
2. Maintain professional knowledge of all relevant legislation, systems, policies and professional best practice.
3. Contribute to the delivery of the team's agreed objectives.
4. Participate in relevant projects that support the delivery of the LGA Business Plan.
5. Model the LGA's values and work in accordance with health and safety, equal opportunities and environmental policies.
6. Undertake any other duties and responsibilities appropriate to the post.

Specific Accountabilities:

1. Provide the point of corporate ownership for both the CRM and SharePoint systems.
2. Liaise and work with the IT Service Desk as second level systems support in relation to Agresso, CRM and SharePoint.
3. Work with business users and developers to ensure the systems deliver the business requirements, continually ensuring the system is fit for purpose.
4. Ensure that both CRM and SharePoint reflect the organisational policies for document management and information governance.
5. Liaise and work with third party system suppliers and their developers for Agresso, CRM and SharePoint.
6. Work with LGA teams to troubleshoot problems and to evaluate and modify systems to incorporate system and business process improvements.

7. Support the implementation of all LGA IT system projects and their post implementation support in conjunction with our IT provider and any business stakeholders.
8. Work with LGA teams to document user requirements for system improvements or new systems.
9. Work with the IT Business Systems Support Officer (Agresso) and IT Support Officer to ensure business continuity cover for all systems.

Application Management and Support

10. Log support issues with relevant organisation and own through to resolution, regularly updating impacted business users on status.
11. Ensure a schedule of regular maintenance, housekeeping and data checking activities is in place, for instance for maintaining data integrity in CRM and information governance in SharePoint
12. Establish and continuously improve support processes.
13. Build and maintain application knowledge in relation to Microsoft Dynamics and SharePoint.
14. Ensure the security and confidentiality of sensitive data through regular checks / audits. Ensure provisions of the Data Protection Act are followed
15. Manage touch points / integrations between Microsoft Dynamics and SharePoint and other applications as relevant.
16. Maintain the system / functional design / training documentation / user guides so that it accurately reflects the build of the systems and key processes, including any changes as they are made.

Application Change / Improvement

17. Propose and implement improvements to current systems
18. Ensure resources (internal and 3rd party) are deployed effectively between BAU support and new developments / changes, and manage shifting business priorities
19. Ensure changes are suitably tested engaging with the user community as required, and communicated effectively to all users

Customer Management

20. Support end users through training and ensuring user guides are created and maintained.
21. Work closely and effectively with third party system maintenance, support and consultancy providers, including attending software vendor conferences or events as appropriate to stay current on trends and new releases.

Relevant Contacts:

LGA

LGA managers and staff
User groups

Other

Third party suppliers
IT system suppliers

Person Specification: Business Systems Officer (CRM/SharePoint)

Qualifications	
Knowledge and experience	<ul style="list-style-type: none">• Technical experience and understanding CRM and SharePoint• Experience of working as an IT systems administrator• Experience of working effectively with customers• Detailed knowledge and experience of a range of software packages including Word, Excel, PowerPoint, e-mail and the internet.• Technical experience and understanding Agresso (desirable)• SQL knowledge and experience (desirable)• Experience in the production of documents and the collation and maintenance of information.
Skills and abilities	<ul style="list-style-type: none">• Excellent IT skills, including Word, Excel and PowerPoint with the ability quickly to learn new packages as required.• Well-developed ICT skills, using spreadsheets and databases in order to manipulate and present information in both financial and non- financial reports.• Ability to work interpret a brief and work with minimum supervision.• Excellent oral and influencing skills, with the ability to give clear advice on procedural issues and to work effectively with customers and other business stakeholders.• Good interpersonal skills, with the ability to deal with clients and colleagues with courtesy, tact and sensitivity.• A demonstrable commitment to customer care.• A demonstrable commitment to systems improvement• Excellent organisational skills, with the ability to prioritise work to meet deadlines, and a concern for order and accuracy• Ability to work as part of a team and to support others.• Flexible approach to work, with a keenness to adapt to meet changing work requirements• A positive, “can do” attitude