

JOB AND PERSON PROFILE

1. <u>JOB TITLE</u>	Systems Project Lead				
<u>DEPARTMENT</u>	IS Department – Group Services				
2. <u>MAIN PURPOSE</u>	Working with system users proactively managing the implementation of new and upgraded business systems.				
3. <u>ORGANISATIONAL STRUCTURE</u>	<pre> graph TD Director[Director of IS] --> Senior[Senior Systems Project Lead] Director --> Systems[Systems Project Lead] Senior -.-> Systems </pre>				
4. <u>MAIN DUTIES/RESPONSIBILITIES: -</u>	<ul style="list-style-type: none"> • Provide 2nd line troubleshooting diagnosis and support across all business systems. • Manage the implementation and rollout of new and existing systems. • Provide application admin assistance as necessary • Proactively work with application users to ensure system functionality is being fully utilised. • Produce and execute training methods for both new starters and during refresher sessions. • Recommend changes to business systems to align with business needs and ensure future proofing. • Document all changes and publish to the Service Desk to allow for cross training. • Offer additional support and provide cover to the service desk when needed. • Ensure proactive involvement in monitoring systems and offer improvement. • Be available to attend site visits and training courses, including some out of hours work when needed. 				
5. <u>PERSON SPECIFICATION (SKILLS, QUALIFICATIONS, EXPERIENCE, TYPE)</u>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">MUST HAVE</th> <th style="width: 50%; text-align: center;">DESIRABLE</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> Personal Skills <ul style="list-style-type: none"> ✓ Excellent Verbal Interpersonal skills ✓ Strong Organisational skills ✓ Ability to work on their own initiative ✓ Tact and diplomacy, Customer Focused ✓ Proactive and willing to accept responsibly ✓ Adaptable and ability to learn new skills Technical Knowledge/Skills <ul style="list-style-type: none"> ✓ Microsoft Win 10 / M365 ✓ Good software knowledge ✓ Competent Server Knowledge (incl. networking) ✓ ITIL Foundation </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> ✓ Knowledge of Opentext Livelink ECM system ✓ Qualified to a degree level ✓ Experience of working in a ITIL environment ✓ Experience of supporting/rolling out mobile device strategies (tablets/smartphones) ✓ ISO27001/GDPR Experience </td> </tr> </tbody> </table>	MUST HAVE	DESIRABLE	Personal Skills <ul style="list-style-type: none"> ✓ Excellent Verbal Interpersonal skills ✓ Strong Organisational skills ✓ Ability to work on their own initiative ✓ Tact and diplomacy, Customer Focused ✓ Proactive and willing to accept responsibly ✓ Adaptable and ability to learn new skills Technical Knowledge/Skills <ul style="list-style-type: none"> ✓ Microsoft Win 10 / M365 ✓ Good software knowledge ✓ Competent Server Knowledge (incl. networking) ✓ ITIL Foundation 	<ul style="list-style-type: none"> ✓ Knowledge of Opentext Livelink ECM system ✓ Qualified to a degree level ✓ Experience of working in a ITIL environment ✓ Experience of supporting/rolling out mobile device strategies (tablets/smartphones) ✓ ISO27001/GDPR Experience
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