

JOB DESCRIPTION

Job information as shown on organisation chart

Job Title: IT Systems Support	Post No:	Hoople Band: D
Service: ICT Services	Section: Application Support	Location: Auxilium House, Hereford
Organisational information: Responsible to: GIS and Corporate Applications Team Leader Dimensions: Key relationships/Functional links with: Internal: ICT Services colleagues and management team Colleagues, users and managers in other departments Members and non-executive directors External: Suppliers and business partners External clients External vendor support teams Relevant National bodies Other Local Authorities		
Main Purpose of Job: To support Hoople and customers in the use of corporate business applications (eg Arcus Global, Civica APP, Sunrise ITSM) and related software systems. Contribute to better decision making, continual improvement and ensure fitness for purpose of supported systems. Customers are primarily public sector organisations with requirements to deliver statutory duties and manage public services. This role is based within a supporting ICT Services department.		
Main Responsibilities / Accountabilities: <i>The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation</i> <ul style="list-style-type: none"> • Provide second-line technical support, project support, consultancy and training to corporate software users. • Undertake the system administration of corporate data repositories, databases and registers. Ensure arrangements are in place to ensure the security of data and contingency for business continuity for systems that are integrated. Manage user authorisations and rights in line with corporate policies and business requirements. • Undertake the administration of corporate systems and relevant interfaces. This includes fault resolution, developing configurations, application of patches and upgrades to ensure operations 		

are within supported levels, maintaining documentation and training material, system testing and liaising with software suppliers. Applications can be desktop or browser-based, on-premise and cloud based.

- Advise customers, partners and contractors to ensure compliance with terms of relevant software and data licencing.
- Keep abreast of technology and legislative changes which affect supported corporate applications. Proactively feedback into team planning. Promote supportable and pragmatic solutions with customers. Liaise with key stakeholders to create strategies as a foundation for continual improvement.
- Support colleagues within the application support portfolio and the wider ICT department to design and maintain effective solutions.
- Create and maintain appropriate records and documentation in line with ICT policies and practices and service management tools used. Ensure support requests and changes are accurately recorded in the system. Support the implementation of Service Level Agreements with customers.
- To diagnose and resolve problems associated with systems, databases, and integrated platforms relating to supported corporate systems, ensuring that robust business continuity is in place and agreed levels of service are maintained. Where necessary, liaise with third party support.
- To support the delivery of the Hoople vision and values with main objective to achieve effective joint working, continuous improvement with focus on value for money and reducing costs and increased efficiency across all service areas.
- Ensure all supporting ICT infrastructure and public interfaces function correctly and are adequately supported and maintained.
- Represent Herefordshire Council and Hoople Ltd at regional/ national conferences and seminars and establish and maintain working relationships with local authority peers, emergency responders and relevant external bodies.
- Attend professional development courses appropriate to the role.
- Develop operating procedures and develop and deliver training to customers and partners to ensure business continuity, adherence to standards and defined working practices.
- Ensure controls are in place to protect the integrity of the live environments.
- Support customers with business analysis and defining system requirements.
- Liaise with software suppliers to ensure that the software is developed to meet national standards and organisational needs.
- Negotiate with supplier account managers and liaise with contract management team to support contract renewal and procurement activities. Appraise system requirements with commercially available software to ensure value for money on contracts. Advise on preferred options.
- Provide full support to all users including telephone / remote support, on-site visits and creation of supporting documentation, analysis of data, implementation of upgrades all with limited supervision.
- Develop and keep under constant review the implementation and configuration strategy for applications for which the post holder is principal application support. Align activities with product roadmaps.
- Evaluate new functionality in all software as a result of upgrades and provide guidance to users on the impact of changes including advice on changes that may be required to current business processes.
- Working within resources provided; to ensure local systems, skills and processes are in place and applied consistently to secure high quality information, data, analyses and reports.

Job Activities:	Frequency
Professional Qualities	
Leadership	
<ul style="list-style-type: none"> • Displays a positive attitude. 	

- Demonstrates flexibility in day-to-day work.
- Sets high standards of performance for oneself.

Teamwork

- Establishes harmonious working relationships with team members.
- Appreciates each team member's contributions and values each individual member.

Client Management

- Values internal and external clients and responds to their needs as they arise.
- Establishes effective working relationship with stakeholders.
- Follows established communication guidelines.
- Uses good judgment in what and how to communicate with clients.

Technical

- Support the application user community with working knowledge of the supported applications and technical tools available.
- Planning and development of integrations between key line of business applications to ensure consistency and quality of datasets.
- Monitoring of key line of business systems via support teams and key business contacts to enhance the usage of supported software.
- Analyse relevant business processes and highlight / develop efficiency savings with business process owners.
- Develop and keep under constant review an implementation and configuration strategy for the agreed applications.
- Apply robust change management activities for upgrades and system updates.

Organisational Responsibilities:

Professional Development

- Understands the professional development process and becomes actively involved by setting challenging goals and meeting them through continuous learning.
- Seeks input from mentors and supervisors.
- Actively applies feedback received to day-to-day work and strives to improve performance.
- Attend courses, seminars, webinars and conferences relevant to role at regional and national level.

Internal Operations

- Accurately completes and submits time and expense reports in a timely manner.
- Accurately completes and submits status reports in a timely manner.
- Prioritise work to meet customer and departmental deadlines.
- Promote and adhere to corporate ICT policies and strategies, ensuring service level targets are achieved.

- Contribute to the planning, development, review, update, upgrade and introduction of major new systems to meet user requirements working with members from other teams, project managers and business users.
- Access workload from a shared database and identify, prioritise and progress individual jobs ensuring jobs are owned, resolved and can be accurately reported on.
- Provide direction to business owners and customers on best practice and solutions available within the current software and if required options outside of current software capabilities.
- Keep abreast of cultural and technological developments in the corporate applications support portfolio.
- Produce documentation in support of procedural work.
- Work out-of-hours as required to provide support without operational downtime. Provide remote out-of-hours monitoring and support as required.
- Perform additional duties as directed by management.
- Contribute to cross departmental meetings and ensure information cascade is effective for staff and management alike.

Other information:

- The post holder is required to work occasional unsocial hours – including evenings and weekends
- The post holder will be required to comply with the organisation's policies and procedures.
- The organisation has a no smoking policy. Staff are not permitted to smoke on any of the organisation's premises nor in any vehicle used on organisation business.

Manager Signature:		Date:	23/12/2025
Manager Name:	Steve Bell	Job title:	GIS & Corporate Applications Team Leader

Date Job Description last reviewed:

23/12/2025