



## Role Profile

### Systems Administrator

#### What's the role?

##### You will:

- Provide high quality, first line system support for the Housing Management System (Capita Open Housing – ideally Capita Housing Solutions), with an organisational focus for system improvement and support.
- Translate potential opportunities for system improvement into deliverable benefits to colleagues.
- Assist the Head of Finance in ensuring that system development is entirely consistent with and is aligned to overall strategic objectives
- Line manager our IT Apprentice
- Report to our Head of Finance

#### What will I have to do?

##### You will:

- Contribute to and maintain system standards.
- Maintain operational, configuration, and other procedures associated with the administration and management of the system.
- Ensure interfaces between the Housing Management System and other systems operate smoothly and remain fit for purpose.
- Be responsible for the creation and maintenance of user manuals, other training materials, and for the provision of system training at an introductory, intermediate and advanced level.
- Maintain up to date procedures for all processes managed.
- Carry out initial assessment and tests on all system updates, upgrades and new modules to determine their impact on existing arrangements, their operational functionality and their suitability for use. Once updates have been approved for use to ensure that they are correctly applied to the system in a timely manner.
- In association with colleagues, carry out scheduled data validation and data cleansing exercises to ensure the quality of Homes in Sedgemoor data is maintained.
- Create and maintain reports using the reporting tools associated with the system.
- Support any non-routine system support issues that may arise.
- Carry out year-end processing and meet timescales as agreed with SDC.
- Work with SDC to ensure that back-ups of the system are taken regularly and maintained securely.

- Research and recommend innovative, and where possible, automated approaches for system administration tasks.
- Identify approaches that maximise the usage of HiS systems.
- Review the organisation's requirements for strategic and operational reports and define and deliver such reports.
- Ensure that regular consultation takes place with colleagues to determine how well applications are meeting their business needs. Collate and prioritise any development requests arising from such discussions and schedule their delivery.
- Participate in improvement projects with small groups of colleagues to achieve project objectives throughout HiS.
- Offer guidance and suggestions to colleagues and teams for process improvements.
- Working with SDC, support the production and implementation of disaster recovery arrangements for the system.
- Ensure that the system complies with the requirements of current legislation including but not limited to the Data Protection Act 1998.
- Co-ordinate the process to issue Rent Increase Letters with SDC and ensure that statutory timescales are met.
- Work with SDC to provide any information required by external agencies and central government from the system
- Work with colleagues to ensure that rent statements are issued in accordance with required timescales.
- Support work to ensure that all system usage/access complies with approved policies

## **What do I need to be successful?**

### **You will:**

- > 3 years' experience in systems administration of a Housing Management System
- > 3 years' experience in using structured query language to interrogate databases
- Good general knowledge of Microsoft Windows systems
- Good knowledge of Microsoft Word/Excel
- General knowledge of manipulation of text files using text editing applications
- Good knowledge of XML
- Knowledge and use of structured query language to interrogate databases, extract and input data to databases and maintain table structures within databases.
- Experience of working with and manipulating csv files

- Experience of systems administration of the Capita Open Housing Management System would be desirable.
- Experience of using and Microsoft SQL desirable.
- Have a relevant professional qualification.
- Be educated to degree level or have equivalent senior level experience.
- Have a proven track record of successfully managing in a social housing context, where customer satisfaction is at the heart of service delivery
- Understand the current and future challenges of social housing.
- Be a sound decision maker and be solution-focused.
- Demonstrate your ability to produce clear, accurate reports to a variety of audiences.
- Possess highly developed communication skills, able to engage people at all levels.

## **How will I evidence my success?**

### **I will ...**

- Successfully meet my agreed objectives
- Get feedback from my customers, peers and my manager about my effectiveness in delivering my services; the 'what' I deliver and also the 'how' I deliver.
- Be able to demonstrate the service improvements I have delivered with tangible results that show success.
- Support my team and put Customers First.