Job Title: System Administrator

Salary range: £37,925 - £39,062

Grade: Assembly Grade 6

Directorate: Corporate Services Directorate

Business Area/Office: Finance Office

Accountable to: Head of Finance

Job Purpose

The System Administrator post will play a pivotal role in supporting the Assembly Commission to maintain its integrated Finance, Payroll, Human Resources (HR) and Purchase Order/Procurement system. The post holder will be responsible for the day to day administration of the system and for contributing to the continued development and maintenance of the system, including managing system upgrades and implementation of new modules, features and process improvements.

The post holder will be responsible for developing the integrated solution to maintain data integrity, especially as it interacts with other internal applications and systems. This will be achieved by developing a sound understanding of the Assembly Commission's current and future requirements and an in-depth working knowledge of the system's capabilities.

Job Description

The main duties and responsibilities of the post include:

System Administration and Maintenance

- Maintenance: To schedule all housekeeping tasks and processes in relation to the various modules and ensure they are running at optimum performance levels;

- New modules: To ensure that any new modules are built, tested and implemented, within scoped parameters and in line with Assembly Commission security profiles and GDPR legislation;
- Upgrades: In consultation with the Finance and HR Offices, schedule and test all related upgrades and arrange periodic database copies to the test and development sites;
- Troubleshooting: Act as the first point of contact for any queries in relation to the system, to log necessary calls with the system provider, and keep users up to date on queries raised;
- Contributing to Contract Management: To be the first point of contact with the system provider for any issues, monitoring the delivery of consultancy work, managing query resolution and case management and monitoring the relevant contract key performance indicators and provide this information to the overall Contract Manager;

Data Integrity

- Change verification: Protect the integrity of the system data by ensuring only authorised changes are carried out;
- System and user audits: Conduct data audits and data cleansing exercises, user audits, and security access audits.

Training

- User guides: Create and maintain documentation for Finance, Payroll and HR processes, ensuring it is relevant, easy to follow and is kept up to date;
- Training: Take responsibility for all system training materials, ensuring all new users are given the necessary training on the system and that regular refresher training is provided to all Assembly Commission staff; which may be face to face, or via the development and maintenance of eLearning courses. Training will also need to be provided to Members, Members' support staff and Party support staff as required.

Reporting

- Data extraction: Produce ad hoc management information reports for senior managers, and the Finance and HR Offices to enable strategic and management decisions;
- Advice and Assistance: Provide assistance to the Finance and HR Offices to enable them to produce reports/audit reports as required;
- Report / Dashboard creation: In consultation with the Finance and HR Offices, develop the reporting outputs from the system, including editing/creating new reports and building dashboards, taking responsibility for report data quality (control totals for reports, all reports having the same definition of terms used, etc.).

Essential Criteria

Applicants for the post must, by the closing date for applications, have:

1. A minimum of 3 years' relevant experience of system(s) maintenance and administration. This must include experience in each of the following:

    a) Building and modifying workflows within the system(s), including testing and implementing changes;
    b) Extracting and creating reports from the system(s), for the purpose of statutory and management reporting;
    c) Acting as the first point of contact for user queries and raising issues with the system supplier(s) for action; and
    d) Training staff and other relevant stakeholders on the system(s).

Shortlisting Criteria

- Experience in the maintenance and administration of Finance, Payroll or HR Systems.

Skills & Behaviours:

The following Assembly Skills and Behaviours will be assessed during the selection process:

Building relationships and effective communication
...is creating and maintaining positive, professional and respectful internal and external working relationships through effective and appropriate communications.

Initiating improvement and delivering change
...is looking for and being open to new and innovative ideas and improvements to the service provided. It is being flexible and adapting positively and professionally to sustain performance when the situation changes, workloads increase or priorities change. It is about forming sound, evidence-based decisions and being accountable for results.

Delivering a quality service
...is about providing a high-quality and efficient service to our customers. It is thinking ahead, managing resources effectively and delivering work on time and to a high standard. It is also using professional or technical expertise to enhance service delivery.

Managing & Leading Self and Others
... is setting high standards for ourselves. It is about guiding, motivating and developing others to achieve high performance. It is about engaging others in delivering a corporate vision of excellence, expertise and innovation in support of the Assembly as a legislature.