

Systems Analyst

Department: Customer and Local Services

Division: Change and Projects

Reports to: Systems Analysis Manager

JE Ref: CLS1007

Grade: CS11

JE Date: 08/11/2022

Job purpose

To be a Subject Matter Expert for CLS systems which handle a wide variety of complex customer transactions and highly sensitive data including timely payment of over £300M of benefits pa.

Manage and deliver the specification, development, testing and implementation of complex changes to CLS's IT systems. Assess and advise on the impact of requests for systems changes, evaluate business risk and delivery effort in detail, including impact on other GoJ systems & departments. Provide expert recommendations to senior stakeholders.

Ensure comprehensive IT systems continuity and provide day to day expert support. Lead the investigation and resolution of all operational or customer-affecting issues, ensuring any externally-visible impact is minimised at all times and frequent, proactive comms with stakeholders.

Monitor and manage issues of data quality to ensure datasets are fit for purpose in fulfilling both the needs of CLS operational teams, and wider uses across Government.

Engage in cross-departmental system and data initiatives to ensure the best interests of customers and CLS operations.

Job specific outcomes

1. Manage and deliver the feasibility, design, development, test and implementation of major enhancements or changes to CLS IT systems as part of corporate and departmental projects, usually in support of high priority or high profile business plan & political objectives. Ensure impacts on / interfaces with linked GoJ systems and data flows are always considered.
2. Work with business managers, users, suppliers and other stakeholders to accurately specify complex business requirements, processes, information flows and data structures to enable IT business system changes. Carefully assess associated risks to accuracy of high volume / high value payments and customer impact and make recommendations accordingly to senior stakeholders.
3. Lead the technical resolution of any CLS system issues or outages, working with suppliers and internal teams in Business Continuity invocations to identify root causes and implement resolutions. Direct associated fault-finding across other linked GoJ systems, involving other support teams as needed. Act as the interface between technical and customer-facing teams, managing expectations at all levels and providing timely and clear communications.
4. Develop and execute complex test strategies and plans to ensure the issue-free deployment of complex updates to business systems software. Assess multifaceted risks in depth to formulate suitable test plans. Ensure interfaces to & from other GoJ systems are considered and fully

incorporated into plans. Support and train operational teams to develop and run test scripts. Manage the development of new or amended complex test procedures.

5. Provide day to day expert technical support for CLS's business systems, identifying solutions to functional problems and providing in-depth guidance as required.
6. Manage stakeholders and develop engagement strategies to ensure transparency about competing priorities and challenges in order to persuade, negotiate and manage expectations across a wide range of stakeholder groups.
7. Work closely with external suppliers to ensure business requirements for system changes are clearly understood and costed. Subsequently ensure the quality of the deliverables in accordance with the agreed specification.
8. Lead the technical implementation of periodic amendments to Social Security benefit payment rates ensuring absolute accuracy of complex rate adjustments across many thousands of active claims. Ensure correct calculation of the new rates through to input into business systems and payment to customers.
9. Direct the work of and manage different teams to ensure the successful implementation of new business processes to align with software enhancements, with particular attention to ensuring issue-free use and comprehensive support processes exist.
10. Design, develop and deliver technical training solutions to ensure a high level of primary and secondary knowledge within each CLS team enabling flexible use of resources through rotation of staff.

Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Educated to degree level in computer information systems, holds a relevant professional qualification such as ITIL Foundation, BCS Business Analysis or ISTQB test management, or has a minimum of 5 years' experience working in a similar role.</p> <p>Evidence of CPD in areas such as requirements gathering, business analysis, test management, leadership and / or communication skills</p>	<p>Postgraduate diploma (e.g., Computer Science, Business/Information Systems, etc.) and/or experience at postgraduate level, for example Chartered Management Institute Level 3.</p>
Knowledge	<p>Expert knowledge of multiple aspects of the IT software development lifecycle:</p> <ul style="list-style-type: none"> • Business requirements specification, • Risk assessment, • Data protection & sharing, • Complex IT test design & execution, • System implementation into production use • Business Continuity processes and IT incident resolution. <p>In-depth knowledge of Social Security contributions and benefits legislation together with relevant policies and procedures.</p> <p>Strong knowledge of customer service standards and techniques.</p> <p>Data analysis, project management & governance methodologies and stakeholder management techniques.</p> <p>A working knowledge of IT infrastructure components and their operation.</p> <p>Knowledge of Structured Query Language (SQL); expert knowledge of Microsoft Office</p> <p>Relationships between IT systems and wider business and organisational requirements of GoJ.</p>	<p>Project budget and resource planning and allocation</p>
Technical / Work-based Skills	<p>Ability to break down potential solutions into manageable elements and plan these in a logical and sequential manner, considering interdependencies, resource and cost implications. Able to apply fundamental principles in a wide and often unpredictable range of contexts.</p> <p>Analytical skills to understand problems or situations, assess complex risks and select the appropriate approach to resolve the problem, and reflect on the result.</p>	

	<p>Numerical skills and the ability to produce accurate summaries of large data sets and management information</p> <p>Producing written reports, procedures, and guidelines to a high standard; able to succinctly explain technical & complex information to non-technical audiences.</p> <p>Strong organisational skills, combined with an ability to prioritise, whilst maintaining high levels of accuracy are essential in order to manage conflicting deadlines.</p> <p>Ability to hold discussions / workshops with users to map and document end to end business requirements, processes and pathways that can be understood unambiguously by software developers.</p>	
General Skills/Attributes	<p>Makes decisions at the appropriate time, taking into account the needs of the situation, priorities, constraints and the availability of necessary information.</p> <p>Use of initiative, sound judgement and maturity are essential as well as the need to respect confidentiality and act at all times with discretion.</p> <p>Must have an eye for detail, including the ability to problem-solve, process work with accuracy and prioritise tasks.</p> <p>Excellent interpersonal and presentation skills, with the ability to persuade, influence and challenge where necessary. Establish and build close relationships with colleagues at a wide variety of levels.</p> <p>Able to prioritise and communicate under pressurised conditions such as whole system outage or major business continuity event.</p> <p>A can-do approach with the skills and aptitude to deliver a range of objectives using project management methodology to achieve outcomes and project milestones to tight deadlines.</p>	
Experience	<p>Proven in-depth, expert-level / specialist experience of:</p> <ul style="list-style-type: none"> • The IT systems development and support lifecycle, • Systems analysis, development and implementation of business systems; • Business requirements gathering and documentation; and • IT test management techniques and associated complex risk identification & mitigation • IT systems support processes and techniques • Management & resolution of IT system outages in a Business Continuity scenario. 	<p>Track record of successful delivery of digital projects across the full lifecycle, from planning through to implementation and benefits realisation</p> <p>Managing change within the workplace</p> <p>Line management of a team of direct reports</p>

	<p>Possesses at least 5 years' experience of working in a similar role.</p> <p>Experience of identifying system and practice issues and identifying solutions to improve usability of the system and data quality</p> <p>Experience in the planning, management and delivery of digital change projects</p> <p>Expert-level use of MS office apps eg Word, Excel, PowerPoint and Project</p> <p>Understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts</p> <p>Writing effective reports and delivering recommendations / presentations.</p> <p>Management of project team members.</p>	
Criteria relating to Safeguarding	No specific requirements	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.