

Mosaic Application Support

Department: Children, Young People, Education & Skills (CYPES)

Division: Children's Social Care

Reports to: Mosaic Business Systems Analyst

JE Ref: CYP1161.1

Grade: CS07

JE Date: 04/08/2023

Job purpose

The role provides support services for Mosaic case management system in Children's Services to system users, such as application support, problem management and resolution and technical advice and guidance to the department to maintain operational service.

Job specific outcomes

Provide Children's Social Care staff with day-to-day Mosaic application support at first point of contact received in person, via the phone and help request forms to resolve issues/provide guidance by delivery of a high standard responsive service.

Maintenance of help request records and associated mailbox to ensure performance data reflects correct status of all help requests.

Manage Me-Learning Mosaic training database and oversee IT/Mosaic Induction training.

Maintain existing and develop new support guides for application and process guidance to ensure systems users receive relevant training.

Use knowledge of Social Work practice standards, processes, workflows and system functions to maximise benefits of Mosaic to improve business practices.

Ensure appropriate and complete records are kept relating to system and case access permissions in line with policy and procedure.

Support Business Systems Analyst with planning and developing user acceptance test plans and test systems upgrades so that systems maintenance and upgrades meet business users needs and cause minimal disruption to normal working practices.

Assist Mosaic Business Systems Analyst with application management services such as incident management monitoring, system monitoring and error logging so that the department is responsive to technical issues.

Act as an interface with users regarding planned maintenance schedules to ensure system users are kept informed of planned or ad hoc maintenance.

Act as a day-to-day liaison between Children's Services, Modernisation & Digital (IT) & our Mosaic supplier to ensure compliance with technical standards and policies are followed and change is in line with overall Government of Jersey technical architecture and delivery.

Support the Mosaic Data Quality Analyst with the identification and resolution of data quality issues in line with the Mosaic data quality guidelines.

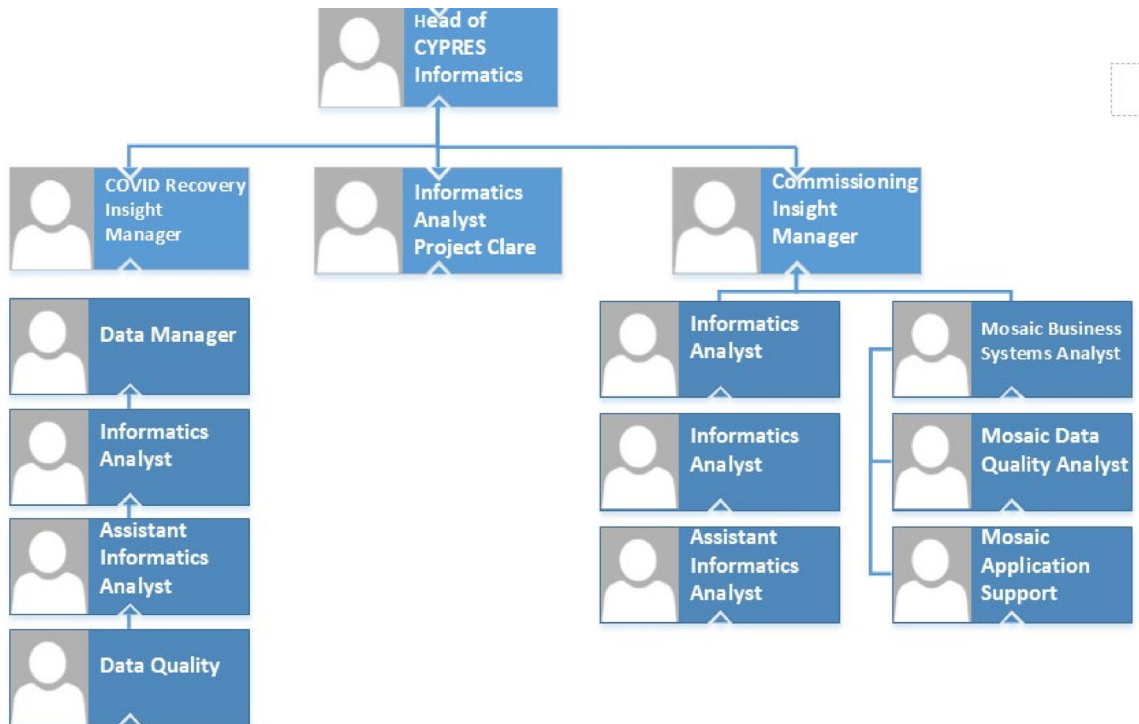
Provide cover from time to time for the Mosaic Data Quality Analyst and Mosaic Business Systems Analyst roles.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure





Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>GCSE in Maths & English</p> <p>Must be willing to undertake further studies (formal or informal) as part of personal development to maintain current knowledge of systems and technologies used in the role.</p>	<p>A Level/BTEC level 3 extended diploma in IT or equivalent experience</p> <p>Work towards the possession of ECDL or equivalent</p>
Knowledge	<p>Knowledgeable in customers real and stated needs in the delivery of products and services.</p> <p>Knowledge and understanding of IT infrastructure.</p>	<p>Knowledge of or qualified in ITIL</p> <p>Experience of working within Children's Social Care</p>
Technical / Work-based Skills	<p>Experience of techniques for ensuring continuous service improvement.</p> <p>Good working knowledge of Microsoft Office Suite.</p> <p>Numerical skills and the ability to produce accurate management information</p> <p>Analytical skills and a problem-solving approach</p>	<p>Experience of addressing data quality issues and producing reports</p>
General Skills/Attributes	<p>Excellent oral and written communication skills to liaise with stakeholders at all levels.</p> <p>Must have an eye for detail, the ability to problem solve, to process work with accuracy and prioritise tasks.</p>	

	<p>Ability to develop a good working relationship with colleagues.</p> <p>Ability to quickly learn new and varied skills.</p> <p>Ability to work effectively as part of a team.</p>	
Experience	<p>Demonstrate experience of supporting change within the workplace, particularly non-IT change (e.g. culture) as part of our Putting Children First Campaign.</p> <p>Demonstrate experience of working in an environment where mission critical business applications are managed and supported.</p> <p>At least 3 years experience working in an IT/support environment.</p>	<p>Knowledge of Children's or Adults care package systems e.g. Liquid Logic, Mosaic.</p>

Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

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 core accountabilities, attributes and behaviour indicators.