

## Mosaic Business Systems Analyst

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

**Division:** Children's Services

**Reports to:** Informatics Manager

**JE Ref:** CYP585

**Grade:** CS10

**JE Date:** 10/07/2020

### Job purpose

*Since the implementation of Mosaic in 2017, a number of issues have emerged arising from the migration, the initial platform it was built on and its configuration.*

*Additional capacity is now required with the creation of the Business Systems Analyst role, to carry out further analysis of processes, work flows and system configuration as a critical part of a wider strategy to improve and sustain data quality in Children's Services.*

*The role will have responsibility for the provision of Mosaic application support services to enable improved and sustained data quality.*

### Job specific outcomes

*Manage and develop the Mosaic care package system in line with the ITIL Service Design, Service Transition and Service Operation processes in order to ensure that the system has an actively managed and planned life cycle.*

*Work in collaboration with the Heads of Service, Modernisation & Digital and the Business Enablement Manager for CYPES to provide highly skilled business analyst advice and technical specialist knowledge on Mosaic to ensure it underpins the delivery of departmental strategies and objectives.*

*Undertake and oversee day-to-day management of the Helpdesk, its support staff (and training) for the department.*

*Oversee systems engineering, implementation, maintenance and upgrades using appropriate project management methodologies in order to ensure that scheduled and non-scheduled works are delivered successfully and on time, within budget and with minimal risk or disruption to service.*

*Carry out further analysis of processes, workflows and system configuration as a critical part of wider strategy to improve and sustain data quality in Children's Services.*

*Liaise with Servelec for second level support or major incidents by using the JIRA & Sunrise call logging system*

*Commence Incident Management process when system failure/downtime is encountered.  
The role will need to be flexible to support the team to cover helpdesk between 8am and 6pm, with some requirement to be contactable for out of hours support in the event of an incident.*

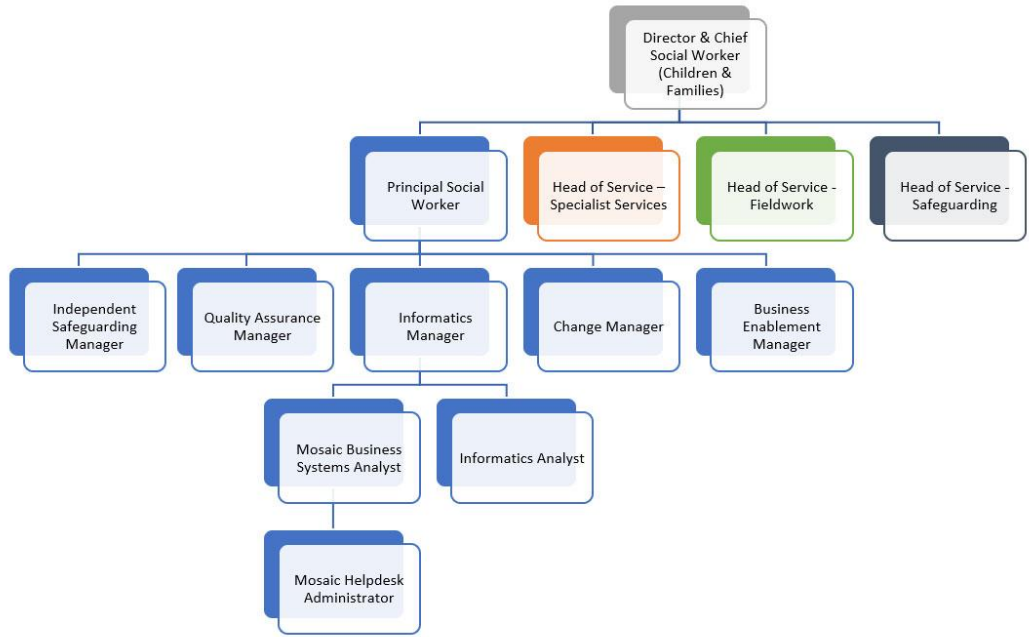
### Statutory responsibilities

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

### Organisational structure



Insight & Enablement Team



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree level in IT science or holds an appropriate IT professional qualification, or have significant experience working in a similar role</p> <p>Knowledge of or qualified in ITIL</p>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge and experience of Childrens Social Care.</p> <p>Experience in mapping care pathways and documenting end to end processes</p> <p>Experience and knowledge of Case Management configuration, workflows and functionality</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Ability to explain technical &amp; complex information in easy to understand ways</p> <p>High level of communication and relationship building skills to forge close working relationships with Heads of Service, Managers and front line practitioners</p> <p>Experience of identifying system and practice issues and identifying solutions to improve usability of the system and data quality</p>	

	<p>Experience &amp; skills in end to end business process analysis and mapping</p> <p>Ability to hold discussions/workshops with users to map and document end to end business process and pathways</p> <p>Experience of specifying and initiating systems configuration change requests</p> <p>Ability to specify reports and submit requests to report writers</p> <p>Experience of coordinating user acceptance testing.</p>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to work with system users to help them scope their requirements and translate these into change requirements</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 very tight deadlines.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p><i>Experience in managing and supporting Childrens social care systems.</i></p> <p><i>Management experience including guidance/supervision of others</i></p> <p><i>Significant IT Operations and technical support experience</i></p>	

	<i>Demonstrate experience of managing change within the workplace</i>	
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**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 core accountabilities attributes and behaviour indicators.