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| 1. Job Details | |
| Job Title | NSI Technical Support Analyst |
| Job Holder | N/A |
| Line Manager | NSI Systems Maintenance Manager |
| Division | Finance |
| Location | Various in NHS Scotland |

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| 2. Job Purpose |
| To assist in the management of the Systems Maintenance service delivery area of the NHSS national Finance Systems Business Suite on behalf of its users. When deputising for the System Maintenance Manager, supervise the team and liaise with users/customers regarding their service requirements and with related third-party vendors/service providers in pursuance of the objectives set out in the Service Agreements with the Boards. Deliver high quality services to users regarding system stability, continuity and performance; manage NHS Scotland’s standing data; and, effective and efficient problem resolution in accordance with the business requirements of all NHSS Boards. |
| 3. Dimensions |
| This is a national service providing finance and business systems to all 22 NHS Scotland Health Boards and is described in full in the Service Agreement with Health Boards.  There will be approximately 800 concurrent users of the systems once all Boards have migrated to the National Service in Q1 2013/14 and these will be located widely throughout Scotland.  Per annum transaction volumes after final Board migrations are anticipated as follows:   |  |  | | --- | --- | | No. of Suppliers | 120,000 | | No of helpdesk incidents/change requests | 100,000 | | Purchase Ledger Invoices processed | 2,300,000 | | Purchase Orders raised | 1,800,000 | | No. of Customers | 60,000 | | Sales Ledger Invoices raised | 140,000 | | No. of Bank Transactions | 750,000 | | Annual Value of ATOS MTS contract | £465,000 | | Annual Value of ABS maintenance contract | £780,000 | | Annual Value of the BIG contract | £80,000 | | Annual Cost of Staffing | £800,000 | |
| 4. Organisation Chart |
| *The posts to which this Job Description relates are highlighted in the chart above.* |
| 5. Role of the Department |
| The national strategy for Finance Systems in NHSS was agreed by the all 22 Health Boards’ Directors of Finance in April 2011, the key features of which are now:   * a common software application suite for all Boards; ABS Ltd’s eFinancials Business Suite. * a common hosting solution for all Boards; using the ATOS national framework agreement delivered from its Livingston Data Centre. * a common instance of the application using multi-company functionality to allow Boards the flexibility to manage their finances independently of each other yet with the option for them to develop ‘shared services’ * and consequently, a national ‘in house’ application support team; the National Finance Systems Support Team (NFSST)   The NFSST will manage the delivery of the above Finance Systems services to NHSS users as follows:   * Users are supported in their day to day use of the systems. * Users are supported in their strategic development of the systems. * Users are supported in realising the full potential that the systems offer. * Vendors are performing in support of the above. * Vendors are adhering to their contractual obligations. * Maintain and control the Systems’ Standing Data in accordance with the formal policies and procedures determined by the users and their agreed service specification. * Maintain and control the import and export of data from/to feeder systems as determined by the users’ agreed service specification. * Manage the users’ access rights and security in relation to the system’s data in accordance with the formal policies and procedures determined by the users and their agreed service specification. * Provide a forum for users to participate in a ‘shared services’ culture via the collaborative approach to financial systems management offered by the department. * Monitor the use of the services by the users in order to advise of more efficient practices and to provide the necessary data for apportionment of national costs to Boards. * Monitor the quality of its own services and those provided by the third party vendors and continuously seek ways to improve quality. * Maintain the national budgets for the third party services and for the NFSST. |
| 6. Key Results Areas |
| 1. To deputise for the System Maintenance Manager to deliver a robust and efficient service to customers 2. To take responsibility, where appropriate, for the technical aspects of the service delivery and liaise with technical service providers to ensure optimum system and software performance. 3. Ensure that the Service/system established is sufficiently robust and effective to deliver consistent quality to users. This will include ensuring active and effective risk management at all times for the systems and functions managed by the postholder, and to effectively monitor the use of the various systems delivering the Service and to advise users of their inefficient practices and make suggestions for improvement. 4. To assist in the management of the application of fixes and patches provided by the software suppliers and undertaken by the MTS provider; ensuring effective planning and testing and with minimum disruption to the delivery of services to users, and that access to different environments (e.g. live and development) is controlled and segregated; 5. To effectively assist in the management of the Technical Service arrangements with the appointed Managed Technical Service provider; ensuring optimum performance is delivered to the end user; ensuring a secure and appropriately controlled environment is maintained to safeguard the financial data of NHSScotland. Ensuring that service interruption is avoided through careful/considerate planning, robust risk assessment and swift, effective incident/issue management; ensuring a value for money service from said supplier. 6. To effectively assist in the management of the interaction between the users, the service and the application supplier; ensuring optimum performance is delivered to the end user; ensuring that service interruption is avoided at all costs through careful/considerate planning, robust risk assessment and swift, effective incident/issue management; ensuring a value for money service from said supplier. 7. To monitor KPIs provided by suppliers. 8. Assist in the delivery of a high, auditable common standard of access control and accountability for the wide range of staff and sensitive financial information managed by the Service; and enable secure remote access. Always remain sensitive to the participating Boards’ local needs for entity segregation and data security. 9. Ensure logical controls are in place which restrict access to the financial systems to authorised users inc:    * Access to eFinancials is only granted per defined system user role defined by the Health Board and on receipt of a signed authorised form/email    * An up-to-date list of individuals allowed to authorise changes is maintained    * Access requires a unique User ID and password. Passwords must be alphanumeric and changed every 30 days    * A review of user access is carried out on a bi-annual basis by requesting information from Health Boards that user access remains appropriate    * Access to sub-ledgers is restricted to users with authorised access    * The number of users with administrator access is restricted to appropriate personnel only 10. Promote, and adhere to, all relevant legislation/guidance relating to data/systems protection, access and security, respecting the authoritative role of the owners of the data (i.e. Boards). Design and implement policies and procedures appropriately in support of this objective. 11. Respond timeously to requests for support/advice in respect of the agreed services. Collaborate with users and suppliers/providers to ensure adequate system recovery/business continuity processes are in place. 12. To promote a communication environment that allows users to openly express and debate their needs without hindrance. 13. Liaise as required with Service Auditors; responding to their appraisals and implementing agreed recommendations. 14. Where appropriate, to effectively participate in relevant projects/work packages using PRINCE2 based methodology; |
| 7. Assignment & Review of Work; Decisions & Judgements |
| Under guidelines determined by the Systems Maintenance Manager (SMM), the postholder will be expected to prioritise and manage their own workload in accordance with the Service’s objectives and timescales. The postholder is required to set priorities for work to meet these demands. Recognising that the demand for the NSI Team’s services will fluctuate, the postholder’s work may be reprioritised by the SSM or in agreement with the other service delivery managers in order to secure the overall objectives of the NSI service.  The post holder will attend regular 1:1 meetings with the SMM, and is appraised through the Host Board’s formal PDP process.  The post holder is expected to be pro-active and to demonstrate excellent technical skills in the ongoing maintenance of the relevant systems. |
| 8. Communications & Working Relationships |
| Good inter-personal skills are a requirement of this post. These will be applied in developing and maintaining relationships and focussed communications with the following:  **Internal**   * Finance and Procurement * NSI Support staff * Host Board staff; HR, Management, Facilities. IT etc. * National Shared Support Services Programme Team * Service Auditors   **External**   * All 22 Health Boards’ staff at all organisational levels, involved as users of the Service’s systems. * Health Board Procurement departments and National Procurement * Suppliers / providers of relevant IT systems / solutions and other forms of consultancy input to the Service. * Other organisations’ Business Systems Professionals   **Types of Communication**   * Email, electronic messaging * Verbal, voice messages * Written documents, reports * Presentations * Web conferencing   The principal purpose of establishing and maintaining good communication links with the above is to build co-operative and added value relationships in pursuance of the Service’s agreed objectives.  A high level of analytical, interpretation and technical skills are required to ensure that work I carried out to maximum effectiveness. |
| 9. Most Challenging Part of the Job |
| The post holder will be required to :   * Assist in the management of internal and external resources to ensure full availability of the NSI system suite in line with service agreements and quality performance levels * Manage time and staff resources effectively (both in the department and those users supporting related change programmes) and maintain team spirit, motivation, commitment and morale when pressure and deadlines feature constantly; supporting the other service managers to ensure that the NSI Team’s objectives are achieved, recognising when the section’s work needs to be reprioritised in order to meet those aspirations. * The users of the Service are located widely throughout Scotland (including the Northern and Western Isles) and therefore travel/overnight stays may be required from time to time. |
| 10. Qualifications and / or Experience Required for the Job |
| * Educated to degree level in a relevant technical/analytical area; preferably finance systems. * Relevant post-qualifying experience in a financial systems technical support role * Experience of implementing systems, preferably ABS’ eFinancials and Business Objects. * Excellent Microsoft Office (Excel, Word, Powerpoint and Outlook) and good Business Objects (report writing, data views and universes) skills are required * A working knowledge of SQL Plus, Oracle table structures are required. * Relevant Project Management experience obtained through direct involvement in change management initiatives. * ‘Hands-on’ experience of dealing directly with customers and other stakeholders. * Up-to-date knowledge of modern business methods/systems allied to the ability to propose pragmatic solutions to business problems. * Excellent organisational skills. * A good understanding of relevant audit and statutory requirements is required. * Good communicator with the ability to explain technical issues to technical and non-technical colleagues |
| 11. Physical, Mental & Emotional Effort |
| **PHYSICAL**  Good keyboard skills. Accuracy of work. The post involves frequent and extended use of keyboards and VDU equipment. This effort will normally be required throughout the full working day. The postholder will be required to attend, and occasionally present at, meetings/workshops.  **MENTAL**  Analytical skills; sustained periods of concentration when problem solving system performance issues and possible requirement to deal with potentially difficult users who may have urgent demands  Due to the national nature of the service requiring the post holder to switch from one thing to another and react quickly to situations as they develop. Delivering the section’s service activities will require considerable mental effort and an ability to prioritise their own work and to multitask effectively. Ultimately the post holder must have the ability to cope well with single point pressure and take all necessary steps to achieve goals.  **EMOTIONAL**  Coping adequately with frustration of users when systems are operating below standard.. The post holder must demonstrate tolerance of different attitudes and have the ability to cope with unexpected problems and take responsibility. The ability to keep one’s own emotions under control and restrain negative actions in conflict situations is essential as will the ability to portray a positive and enthusiastic image at all times. |

Attach service agreement.