

(Tier 5) Synergy System Analyst

Tier 5/ Synergy System Analyst, Scale J

Directorate: Service area:	Communities Education Services
Accountable to:	Tier 4b Synergy Business Specialist
Accountable for:	N/A
Politically restricted post	No
Delivery teams:	N/A
Grade:	Scale J (£29,577 - £32,234)

Context

You will play an active role as part of our Synergy business team working in partnership with our commissioning teams to design and deliver customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

Specific role assignment

Delivery responsibilities	<ul style="list-style-type: none">• To develop a strong understanding of the workings of the Synergy application• To evaluate existing and new functionality and test solutions to make more effective use of the Synergy application• To undertake analysis of business information and data in order to map demand for services, identify gaps and make recommendations for process improvements using the Synergy application• To use change management tools and techniques to support the delivery of technical solutions for business process improvements• To assist in the implementation of recommendations emerging from process redesign and business analysis work as required• To create and maintain documentation on technical support and business processes to assist colleagues
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	<ul style="list-style-type: none"> • Work with the Synergy data analyst to ensure business processes are designed to maximise data quality • To liaise with the Synergy service desk where incidents/requests identify business process issues and to independently interpret, analyse and investigate issues through to a sustainable resolution • To liaise with education services and business intelligence to support the development of information dashboards • Provide training and support to internal services and partners in the use and maintenance of the Synergy application • To promote the use of quality standards for data entry across education services • To take personal responsibility for peer support and continuous development by participating in knowledge transfer • Deputise for the Service Manager in their absence
Key business measures	All school aged children living in Warwickshire will be on a school roll or currently known to WCC Education Services
Statutory responsibilities <i>(if applicable)</i>	Not applicable
Specific experience	<ul style="list-style-type: none"> • Educated to degree level or equivalent, or with relevant experience in analytical and/or technical roles for a minimum of 3 years • Experience of supporting and analysing IT applications and functionality • Experience of business process improvement and application of tools and techniques to map, review and streamline processes • Proven experience in problem solving, employing a systematic, disciplined and analytical approach • Demonstrate an ability to think creatively, provide inventive solutions to problems and confidently take those solutions forward for success • Ability to interpret customer experiences / insights and business intelligence and produce informative journey and process maps • Ability to present clear, concise and convincing information, opinions and decisions. • Experience of handling confidential information

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	<ul style="list-style-type: none">• Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences in person, through technology or writing• Experience of testing and recommending solutions to meet business needs• Experience of contributing to the development of policies and procedures• The ability to organise own workload and decide priorities• The ability to liaise with development staff and 3rd party suppliers as and when required to diagnose, test and resolve issues• The ability to assist with system upgrades and new system/module implementations• The ability to assist with system testing as required
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Desirable Experience	<ul style="list-style-type: none">• Business Analysis qualification or equivalent to provide a structured approach to analysis• An understanding of the Education Services department within a local authority and the underpinning legislation• Previous experience of supporting the Synergy Application.
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable
Key stakeholder relationships	<ul style="list-style-type: none">• ICT Management• Education Management• Schools and academies• End system users• Software supplier

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WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

Our Behaviours



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be

Strategy... the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery... providing services to our customers

