

(Tier 5)

Tier 5/ Senior Mosaic System Analyst, Scale K

Directorate: Service area:	Resources Directorate – Enabling Services – ICT & Digital
Accountable to:	Team Lead – Application Support
Accountable for:	N/A
Politically restricted post	TBC
Delivery teams:	N/A

Context

You will play an active role as part of our Application Support 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	Mosaic Case Management System and application support ICT Call Management
Key business measures	TBC
Statutory responsibilities (if applicable)	Not applicable.
Specific experience	<p>The ability to independently interpret and analyse Mosaic incidents/ requests logged or situations to produce resolutions in an agreed timely manner. Resolve unforeseen or exceptional events in addition to routine issues.</p> <p>Maintain procedures, receives and handles requests for information, and provides routine advice to users on systems, products, and services.</p> <p>Receives and handles requests for support, and provides information to enable problem resolution.</p> <p>To test and make more effective use of systems, products and services, making initial diagnosis of problems and advising known solutions were applicable.</p> <p>Experience of providing information and advice including the ability to communicate sensitive information with varied audiences.</p> <p>The ability to organise own workload and decide priorities.</p>
Specific qualifications/and registration	Not applicable
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable`
Key stakeholder relationships	<p>Adult Social Care Teams</p> <p>Business Teams</p> <p>Operations Teams</p>

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

