Senior Systems Analyst

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| Job title: | Senior Systems Support |
| Department: | IT |
| Location: | Remote |
| Reporting to: (job title only) | IT Platform Services Lead |
| Direct reports: (job title only) | System Analysts |
| Accountable to: (where applicable) |  |
| Responsible to:(where applicable) |  |
| Job purpose: | * As Senior IT System Analyst: you will be another key team member of the VHG IT team working primarily across mobilisation of new business or existing business growth.
* You will be across a number of Case Management / IT systems to develop new services and implement business changes
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| Role and Responsibilities: | * + Administrate changes and support for Case Management systems
	+ Responsible for ensuring for the ITIL change management processes on systems is followed for any changes.
	+ Manage 2nd and 3rd line support tickets
	+ Liaise with third party support and account managers as needed
	+ Escalate issues to Clinal Systems Support Manager.
	+ Training of new and existing staff.

**Equality Diversity & Inclusion (EDI)**We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders. * Be aware of the impact of your behaviour on others.
* Ensure that others are treated with fairness, dignity, and respect.
* Maintain and develop your knowledge about what EDI is and why it is important.
* Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians.
* Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice.
* Be prepared to speak up for others if you witness bias, discrimination, or prejudice.
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| Clinical Governance:(where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | * ITIL4
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| **Experience** | * Good customer service skills.
 | * Minimum 2-3 years in System Support role
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| **Skills/knowledge** |  |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Ability to work on there own and manage time
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# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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