GSA Job Description

Job Title	Business Systems Support Analyst	**Location**	Hybrid / Brindley Place
Directorate	People		
Department	Digital Services	**Date updated**	March 2025
Job Family	Professional Services	**Grade**	**TBC**

Organisational Structure

- Executive Director People
- Director of Digital Services
- Head of Service
- Reports to Business Systems Manager

Role Purpose

The Business Systems Support role is primarily responsible for providing day-to-day operational support for the organisation's business systems. This role is crucial for ensuring the smooth functioning and reliability of application platforms, cloud services, and system software which support business operations.

The role involves troubleshooting, maintenance, providing training, and offering comprehensive training material and guidance. Additionally, it includes user support for business applications, ensuring compliance with service targets.

The specialist must also have a solid understanding of system integration to facilitate seamless connectivity between various applications and systems.

Key Accountabilities

- Provide technical support for business systems to ensure customer satisfaction and support to business stakeholders.
- Provide high standards of customer service for all Business System-related calls assigned to the IT Helpdesk, working with the Service Desk, Infrastructure, and Security teams to ensure satisfaction, timeliness, quality, and security.
- Collaborate with IT Operational and Digital Delivery Teams on Service Acceptance, ensuring that all projects impacting ‘Live’ operation meet acceptance criteria and assessment.
- Ensure effective technical changes are planned, deployed, tested, and promoted to live following GSA’s Change Management Policies and Processes.
- Plan, manage, and oversee the release and deployment of new features, functionality and system upgrades to ensure that business systems are developed in an integrated way with maximum business value.
- Understand and assist with the integration of various business applications and systems to ensure seamless data flow and functionality.
- Develop and maintain Service Asset and Configuration Management capability, denoting key service relationships for both current and planned work.
- Maintain and keep up-to-date full documentation around relevant systems and developments, including policies and procedures, as well as providing training and support to users.
- Conduct regular surveys of stakeholders’ satisfaction with applications, publish the results, and implement action plans to improve satisfaction where necessary.
- Act as an ambassador for Digital Services and a Systems SME on relevant digitisation and mobilisation of new and existing services and systems across the Group to support the reduction of inefficiency in business processes and reduce costs.

- Participate in disaster recovery and testing where appropriate, ensuring readiness and ability to restore service to Line of Business solutions during a Business Continuity Event.
- Establish and maintain strong relationships with key vendors and partners. Develop a nuanced understanding of strategic vendors' roadmaps and how these will support the organisation's objectives.
- Work with the Infrastructure and Security team to ensure systems are always up-to-date and secure, following the NCSE guidelines.

The GSA Way

Our commitments are the culture that defines who we are, they shape the way we interact with our customers and colleagues, impact the way we prioritise and make decisions, and are the way we do things around here.

As a GreenSquareAccord colleague, you are expected to demonstrate our core commitments of the GSA Way. These are:

- We believe our customer is everything
- We are one team
- We are supportive and caring
- We are business-minded for social purpose
- We are curious and ambitious.

Responsibilities

Confidential information	The post deals with highly confidential and potentially commercially sensitive information. Ensure security of data, especially sensitive personal data, in line with the information management policy/ICT policy.
Budgetary/Financial	Management of the Business Systems Budget with responsibility to seek cost savings from the recurring annual budget.
Security	Administration-level access to key servers required to support the relevant systems. Responsible for applying and maintaining user security in line with GreenSquareAccord's policies.
Specialist Advice	N/A

Health and Safety	• Employees have responsibilities in respect of health and safety. In particular they will:
	  • Co-operate at all times with management in the implementation of and adherence to health and safety policy and procedures;
	  • Take reasonable care for their own safety and for the safety of others who may foreseeably be affected by their actions at work;
	  • Not intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work;
	  • Report all health and safety concerns to line managers;
	  • Assist with the completion of the risk assessment programme.

Working Relationships and Contacts

Internal	• Infrastructure • Service Delivery • Cyber Security • Innovation • Business Intelligence. • All GreenSquareAccord colleagues

External	• Suppliers and 3rd party Vendors • Local authorities • Housing associations • Government agencies • Voluntary organisations
Other	
• Undertake other duties as may reasonably be required.	

Person Specification

	Essential	Desirable
Qualifications		
Professional Qualifications	• ITIL Foundation V4 Certificate. • Minimum of 2 years in a support role, preferably in the housing, public sector, or similar environment.	• Certified Business Analysis Professional
Membership of Professional Body	•	• Project Management Professional
Specialist Qualifications		
General educational ability	• Hons degree in Computing or Information Technology or equivalent ability or vocabulary, verbal reasoning and numerical skills to the equivalent ability level or be working to that level or working towards to that level.	•
Report/document/ letter writing/Minute taking	• Experience of creating business intelligence reports using Microsoft SQL Server, SSRS.	• Experience with Power BI. • Familiarity with database management and reporting tools is a plus.
Project management	• Ability to plan, organise & successfully execute multiple tasks simultaneously with timeliness & accuracy. • Experience of coordinating an ICT project, such as application upgrades / high impact organisational projects.	•

	Essential	Desirable
Finance/Budgetary	• Experience of finance approval for spend	• Ability to understand business consequences to financial performance.
Procurement/ contract management		• Experience providing supporting information to evaluate service provider performance
Management and Leadership	• Understanding of delegations, and approvals. • Able to build trust with others	•
ICT/Software	• Proficiency in business applications relevant to a Housing Association (CRM, Housing Management, HR, Finance and Care systems) • Understand principles of RDMS • Intermediate Knowledge of SQL querying • Excellent knowledge of Microsoft 365 and cloud software. • Experience of working with 'current' digital platforms and products. • Experience using and maintaining test environments. • Understanding of systems architecture, topology and to identify single points of failure. • Experience in test planning and coordinating UAT activities. • Involvement in systems upgrades.	• Experience developing or supporting ETL processes / systems integration using API's, SSIS packages, automated file transfers. • Familiarity with Microsoft Azure services. • Knowledge of software release life cycle.

Other

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- Undertake other duties as may reasonably be required.
- Actively contribute and participate in PDR development reviews and discussions, supervision meetings, and other meetings, as required.
- Complete training that is relevant for the role.
- Occasional scheduled, or emergency, out of hours working may be required.