

ICT Specialist (ERP System Administration): Personal Development Objectives and Measures

The following sections have been taken from the Job Profile of “Resources Specialist, Senior Specialist & Lead Specialist”. A measure description has been added which reflects how the ICT Senior Specialist (Data & Applications team leader) will measure when a candidate has achieved the necessary competencies of the “ICT Specialist” role.

Evidence for these measures being met will typically include documented instances where the candidate has achieved an objective, implemented solutions, or solved problems which required the use of the skills, knowledge, or experience being measured.

All objectives are measured against a time period of 2 years.

Key Accountabilities	
Objective	Measure
Level 1:	
Deliver customer-focused specialist advice and services for one area of specialism, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services	<p>The candidate has advised and consulted with Finance Specialists and Finance Case Services colleagues on management of ERP configuration and use of configured processes within the ERP system.</p> <p>The candidate is able to describe best practice technical management of an ERP system with a focus on supporting customer needs.</p> <p>Examples will be recorded at 121 meetings with the ICT Senior Specialist.</p>
Manage complex or contentious applications, cases and inspections that will require an understanding of one specialist area, processes and compliance, regulations and legislation, acting as the single point of contact for customers on those cases, attending court as appropriate	<p>The candidate can provide examples where they have managed a complex technical case or implemented a complex technical solution within the ERP system. The candidate must be able to demonstrate how the complex technical case or solution complies with any regulations or legislation relating to Finance best practice.</p> <p>Examples will be recorded at 121 meetings with the ICT Senior Specialist.</p>
Support, guide and advise the Resources Case Management team on less complex cases related to the specialism	<p>The candidate can demonstrate evidence of providing guidance to the Case Services team on how to resolve cases and deliver services related to the ERP system. This will include documenting and knowledge transfer of how to complete processes and solve common problems.</p>

Key Accountabilities	
	Examples will be recorded at 121 meetings with the ICT Senior Specialist.
Ensure personal, professional development is maintained to the required standards.	<p>The candidate has demonstrated continual consistent progress on developing the personal and technical skills and knowledge required for this role.</p> <p>The candidate will have completed relevant self-paced training courses for the ERP system as outlined in the ERP Training plan. Specifically, the courses listed in the sheets “ERP admin training basics” and “ERP Finance training advanced”.</p> <p>This will be recorded at 121 meetings with the ICT Senior Specialist.</p>
Working collaboratively with colleagues across the organisation, Members and managing key relationships e.g. with members, partners, other stakeholders.	<p>The candidate will have demonstrated to the ICT Senior Specialist their ability to identify stakeholders and manage a positive relationship with key stakeholders relating to ERP support and technical configuration.</p> <p>The candidate will have examples of coordinating work with both internal colleagues and vendors in a cooperative manner.</p> <p>This will be recorded at 121 meetings with the ICT Senior Specialist.</p>
Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles	<p>The candidate can demonstrate their understanding of the customer data managed within ERP and how this data is integrated within linked systems. Evidence will include the candidate managing customer data within ERP (including automated integration processes) and the candidate confidently describing and producing or maintaining documentation of the relationship between customer data in integrated systems.</p> <p>Examples of managing customer data will be recorded at 121 meetings with the ICT Senior Specialist.</p> <p>Evidence of understanding customer data integration will be presented by the candidate during their technical development as standalone meetings with the ICT Senior Specialist.</p>
Level 2 (in addition to the above):	

Key Accountabilities	
Acting as member of corporate or community project teams - providing specialist advice and input	<p>The candidate has led on providing ICT Specialist advice and cooperation (with a focus on ERP system administration and integration). This will be both as part of relevant corporate projects, and within the community of ERP administrators and ERP users within the organisation.</p> <p>This will be recorded at 121 meetings with the ICT Senior Specialist.</p>
Owning key professional and technical stakeholder relationships on behalf of the council relevant to day-to-day delivery of services or projects	<p>The candidate has owned management of relationships with external partners such as suppliers, vendor support, and contractors in order to manage the delivery of project work and technical implementations from vendors and third parties.</p> <p>This will be recorded at 121 meetings with the ICT Senior Specialist.</p>

Knowledge, Skills, and Experience	
Objective	Measure
Level 1 & 2:	
Good working experience and knowledge of specialist area	<p>The candidate has demonstrated their application of ICT technical system administration best practices including change management, security management, ticket management, prioritisation.</p> <p>Evidence of demonstrating these will be recorded at 121 meetings with the ICT Senior Specialist.</p>
Good working knowledge of legislation and developments in specialist area	<p>The candidate has put into practice or can describe best practice ICT Specialist methods which have arisen. For example, Security & Penetration testing remediation best practices.</p> <p>Evidence of demonstrating these will be recorded at 121 meetings with the ICT Senior Specialist.</p>
Proven ability to give sound advice and guidance on a limited range cases, topics or issues	<p>The candidate can provide recorded examples where they have consulted with the business as well as ICT colleagues to give advice and guidance on ICT technical cases, topics, and issues impacting the Finance aspects of the ERP system.</p> <p>Evidence of demonstrating these will be recorded at 121 meetings with the ICT Senior Specialist.</p>

Knowledge, Skills, and Experience	
Experience of working with systems relevant to specialist area	<p>The candidate can demonstrate examples of their ability to provide system administration and management of ICT systems within the ICT Specialist service area. System administration will specifically relate to the ERP system primarily but also include other ICT system administration activity, including Active Directory and systems integrated with UNIT4 ERP (such as SFTP file transfer automation processes).</p> <p>Evidence of demonstrating these will be recorded at 121 meetings with the ICT Senior Specialist.</p>
Experience of casework, within specialist area, some of which can be complex, and with some guidance and support of more experienced staff, occasionally referring to Senior Specialists for work outside previous experience	<p>The candidate will demonstrate their day-to-day management of the ERP system by dealing with tickets logged by system users. This will be measured by the candidate successfully resolving tickets logged by system users. Overall progress on tickets will be monitored by the Senior ICT Specialist as line manager and will be reviewed at standalone meetings.</p> <p>Where appropriate, the candidate will have escalated issues or sought assistance from colleagues and Senior Specialists. If escalation or assistance is not required, and so not able to be demonstrated, then the candidate may also have notified colleagues of high impact issues they have resolved where the impact of the issue may have affected day-to-day operations.</p>
Proven ability to enforce legislation where appropriate	<p>Where legislation applies to ERP system configuration processes the candidate will be able to provide evidence where they have implemented or managed processes which comply with the legislation.</p> <p>The candidate will also have attended all relevant corporate data management training for example GDPR training.</p> <p>Evidence of demonstrating these will be recorded at 121 meetings with the ICT Senior Specialist.</p>

Qualifications	
Objective	Measure
Level 1: Educated to A' level standard/NVQ 3 and/or experience in	The candidate will have a qualification or evidence of experience working within an ICT service.

Qualifications	
working in specialist area. Degree in a relevant subject (desirable).	<p>This role will gain experience of working within an ICT service while working in the role “Resources Officer – IT Applications” and supporting the ERP system from within the ICT Specialist service. Compliance with best practices relating to system administration and ICT service provision will act as a measure of experience.</p> <p>Evidence of demonstrating experience will be recorded at 121 meetings with the ICT Senior Specialist.</p>
Level 2: Degree / relevant qualification and/or extensive work experience in specialist area. Professional qualification (or working towards one).	<p>The candidate will have a qualification or evidence of extensive experience working within an ICT service.</p> <p>Extensive experience includes good evidence of proactive ICT service provision and delivery of project work more complex than that of day-to-day operations.</p> <p>Evidence of demonstrating experience will be recorded at 121 meetings with the ICT Senior Specialist.</p>