JOB DESCRIPTON & PERSON SPECIFICATION

Systems Analyst

Location:	ISHA, 102 Blackstock Road, Finsbury Park, N4
Reports to:	Systems Owner
Direct reports:	None
Team:	Rubixx

JOB SUMMARY: To be responsible for all aspects our systems, including housing management and finance, this includes first line support, training, troubleshooting, data cleanse, implementing upgrades and new modules. To provide technical support for other systems used within the organisation when required. These include asset management system, development systems and any other third party systems.

PRINCIPAL RESPONSIBIILITES:

1. To ensure that ISHA optimises the use of its systems. Ensuring efficient effective use of the systems within budget and to expected agreed outcomes. This includes workflows and case management.

2. To ensure that other systems and platforms vital for the smooth operation of the organisation and delivery of excellent customer service are successfully integrated – especially our compliance, and assets systems

3. To provide first line support for users that experience issues with the use of systems investigating and addressing issues as required

4. To provide project support for upgrades and for new modules and portals implementation and to continuously look at how the system can be enhanced and feed back to software provider

5. To lead on the continual data cleanse and provide technical support for data collection

6. To provide training as required to new and existing staff.

7. To carry out basic administration tasks on ISHA servers and cloud service as necessary including SQL databases

8. To carry out IT admin tasks as necessary to maintain smooth running of the systems. This may include, but is not limited to, user and access management, procurement, license management, data management, device setup and record maintenance

9. **ESSENTIALS**: In addition to the principal accountabilities of the role, there are several significant elements that we deem essential for every role at ISHA:

12. To ensure you comply with ISHA's procedures for promoting and safeguarding residents appropriate to your role.

13. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of the community.

14. To comply with ISHA's Code of Conduct, Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.

15. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.

16. To lead by example and demonstrate ISHA's values of passionate commitment to customers, Pride in Team ISHA, Trusted to make the difference, and Respect for everyone in your work, behaviour and in your professional relationships with colleagues, partners, and residents.

PERSON SPECIFICATION – Systems Analyst	Essential	Desirable
Right to work in the UK		
1. Proof of eligibility to currently work in the UK.	✓	
Education and Qualifications		
2. A project management qualification		✓
3. Good general education with excellent literacy and numeracy skills.	✓	
Experience		
4. Proven track record of system on-boarding and integration. Including data and system security	✓	
5. Experience of systems in the housing sector	✓	
6. Business process mapping and developing customer-centric workflows	✓	
Knowledge & Skills		
Ability to write SQL scripts and develop reports using appropriate skills including Power BI	✓	
7. Excellent interpersonal and emotional intelligence skills	✓	
8. Highly developed communication skills, including the ability to share complex information with others (individuals and groups).	✓	
9. Demonstrable ability to build relationships, influence and collaborate with colleagues and senior managers effectively, both internally, and with external partners.	✓	
10. Is curious, with a strong desire for continuous improvement (for self and others)	✓	
11. Understanding of how to identify learning needs and put these into place (desirable)		✓
12. Excellent organisational and project/time management skills with the ability to manage a busy workload with competing deadlines	✓	
13. Strong, creative, problem-solving skills and able to work well under pressure.	✓	
14. Excellent numerical and analytical skills with the ability to analyse people data and translate into reports and presentations.	✓	
Values		
15. Able to always demonstrate and evidence ISHA's values: • Pride in team ISHA	✓	

• Passionate commitment to customers • Trusted to make the difference • Respect for everyone		