JOB PROFILE

Post: **Systems Development Officer**

Responsible to: **Systems Development Manager**

Job purpose

The main purpose of the Systems Development Officer role is responsibility and delivery of day to day management of key operational systems. These include our customer relationship management system (Dynamics 365), our legal case management system (MatterSphere), our public facing online services (MySSSC) and our data intelligence systems.

Principal working contacts

Systems Development Officers
System Development Assistants
Systems Development Manager
IT and Digital Support
SSSC system contacts across departments
Internal and external stakeholders
External vendors including key system suppliers
and support partners
OMT members

Main duties

Managing all aspects of the key operational systems
Dynamics 365, MatterSphere, MySSSC and data intelligence
systems which includes:

- providing exceptional customer service and continual support to all internal and external customers

- leading others to be innovative, identifying and maximising opportunities to continually improve and make efficiencies using technology, while maintaining system integrity and security

- future proof systems by identifying potential for change and improvement to best support the organisation as it evolves

- contribute to developing change by customising system code using a range of programming languages such as JavaScript, C#, SQL, HTML, CSS, XML, Liquid

- use business insights and intelligence to inform decision making and continually improve the services we offer to our customers, both internal and external

- manage change control, plan for development cycles, ensure robust acceptance testing, and coordinate implementation of change and acceptance into business

- at the forefront of all work, maintain the security and integrity of the systems and data

- building effective working relationships with multi vendors involved in systems delivery

- effective management of system users, roles, profiles, security permissions, groups and other setup and security options within our systems

- accurate extraction of management information from the key operational systems and contributing to the preparation of reports for internal/external publication

- promote and encourage effective team work, learn from others and establish successful working practises

- deputise (as required) for the Systems Development Manager

Other duties

The SSSC is a developing organisation and this job profile is a broad picture of the role at the time of writing. Duties may change over time.

This is not a contractual document and the successful candidate will be required to carry out any other reasonable duties that are needed to fulfil the purpose of the job.

The successful candidate should carry out their duties in a way that is mindful of our Health and Safety policies, procedures, guidance, practices and legislative requirements, taking reasonable care for their own safety and that of others who may be affected by what they do or fail to do while at work.

Systems Development Officer
April 2025