

Cambridge Building Society

Job/Role Grade:

JOB DESCRIPTION

Job Title :	System Support Assistant			Job Code :	ITS 203
Division :	Service Delivery	Department :	Service Delivery	Location :	Administration Centre
Accountable To :	System Support Supervisor		Direct Reports :	none	
Team Size :	11		Geographic Working Area :	Administration Centre Branches x 19	
Peers (Own Dept.) :			Peers (Other Dept's.) :		
Budget Responsibility :	£nil	Describe Budget Responsibility :			
Job Purpose :	To provide efficient and effective support on our main core systems, together with testing new versions. To administer products and system faults				

Key Result areas :

<p>What are the Key Outputs of the Job? (What results do you leave behind)</p>	<p>What are the Success Measures of your Job? (How will we know if you have done your job well)</p>	<p>What are the main Tasks that you do in your job? (What Skills are you required to have)</p>	<p>What are the main Decisions that you have to take in your Job?</p>
<p>1. Ensure that all mortgage and savings products are accurate on all systems, including Libra, ISIS, Teller, CES and Broker systems</p>	<ol style="list-style-type: none"> 1. All current products are available to both staff and contacts on the correct systems. 2. Products contain the correct fees and interest rates. 3. Products are withdrawn on time. 4. Products are setup within Society requirements. 5. New product variations are researched and solutions or alternatives found 	<ol style="list-style-type: none"> 1. Input and maintain both mortgage and savings products on Libra, ISIS and Teller 2. .Input and maintain indirect mortgage products on all 4 broker systems. 3. New product variations are researched and solutions or alternatives found. 4. Apply rate changes to the core systems 	<ol style="list-style-type: none"> 1. Recommendation on how to set up a particular product when the core system does not automatically cater for a product of that nature
<p>2. As part of a team, ensure that a good relationship is maintained with third party suppliers of systems, including Yorkshire Keys Services and EDM</p>	<ol style="list-style-type: none"> 1. Service levels of third party suppliers met. 2. Minimal disruption and downtime of systems 3. Systems developed as required by the business 	<ol style="list-style-type: none"> 1. Log calls with Yorkshire Keys Services and EDM providing clear and detailed information in order for them to deal with the call. 2. Discuss problems and solutions to the calls raised with Yorkshire Keys Services and EDM. 3. Feed the solution back to the area of business that the call was raised for, so that all parties agree with the outcome. 4. Notification of trends and concerns on third party systems 	<ol style="list-style-type: none"> 1. Priority of call. 2. Effect of the solution on other areas in the Society. 3. Whether the fault should be raised or if its just a processing or user error
<p>3. Deliver to CBS, systems that user access is secure and that allows all required users sufficient access</p>	<ol style="list-style-type: none"> 1. User access supplied at correct level for individuals. 2. Application security meets system and audit requirements 	<ol style="list-style-type: none"> 1. Using your higher system administrator access, create, amend and delete user access as instructed by the authorisation forms. 2. System user access includes the following systems: Barclays, Whistlebrook, EDM, Travelex, Teller, Libra, ISIS, QFM, Home 	<ol style="list-style-type: none"> 1. Whether to copy the same access level of another peer in the same department

		<p>Insure & QBS.</p> <ol style="list-style-type: none"> 3. Ensure regular checks are completed to make sure only the correct people have access to the actual systems they need. 4. Report any discrepancies of user access to your line manager 	
<p>4. To provide telephone and helpdesk support for Society staff in accordance with the service levels created and agreed for each particular task</p>	<ol style="list-style-type: none"> 1. Results produced from the helpdesk software highlighting number of calls received, response times and any breaches to service levels 	<ol style="list-style-type: none"> 1. Calls raised on both the Society's helpdesk application and YKS helpdesk 2. Review short term trends for long term decisions. 3. Educate staff on specific areas of software, best practices when dealing with helpdesk calls. 4. Providing on the spot training and guidance on how to use a specific application using your own knowledge of the system 	<ol style="list-style-type: none"> 1. Using knowledge of core systems to ascertain whether the problem relates to a fault or whether its a processing or user error
<p>5. As part of a team, ensure that system amendments are completed as per business requirements</p>	<ol style="list-style-type: none"> 1. All system generated letters in Libra, Teller and ISIS are updated in line with changes requested. 2. Business as usual processing levels not affected by changes made 	<ol style="list-style-type: none"> 1. Updating and maintaining letters on Teller, Libra and ISIS with the changes requested within the timescales set for this task. 2. Updating and maintaining core mortgage documentation including KFI's and suitability letter. 3. Creating, updating and maintaining warning codes on Teller and Libra. 4. Applying latest patch fixes from YKS once they have been tested to ensure that they work 	<ol style="list-style-type: none"> 1. Priority of change made. 2. On what areas of the business are affected by the changes made
<p>6. As part of a team, carry out full and comprehensive system testing on new versions of the core system</p>	<ol style="list-style-type: none"> 1. New versions embedded in with minor disruption to the end users. 2. Review of testing done to highlight any issues or items we can learn from for the next new version 	<ol style="list-style-type: none"> 1. Follow version release notes to see what changes are being made. 2. Instruct YKS to refresh the test databases so that the new versions are tested on an exact 	<ol style="list-style-type: none"> 1. Deciding what areas of the business are affected by the changes in the new versions. 2. Whether the changes mean that training workshops are needed, rather than just following new

		<p>replica of our live environment.</p> <ol style="list-style-type: none"> 3. Follow test plans to ensure that all areas are tested. 4. Complete end user testing, raising faults or problems encountered along the way with YKS. 5. Ensure that faults are chased up regularly with YKS so that testing is not held up and update the calls on the helpdesk accordingly. 6. Any areas of concern in testing must be escalated with your line manager 	written procedures
7. Ensure that regulatory reporting requirements are completed correctly and submitted on schedule	<ol style="list-style-type: none"> 1. Completion of AGM correctly and on schedule. 2. Minimal customer complaints or correspondence. 3. Completion of the production of yearly and quarterly statements on schedule 4. Completion of the production of Section 352's completed correctly and on schedule. 5. Completion and testing of Section 17 completed correctly and on schedule. 6. Completion and testing of Annual ISA returns completed correctly and on schedule. 7. Inland Revenue notification that this has passed 	<ol style="list-style-type: none"> 1. Checking accuracy of AGM data before being supplied for mailing to customers. 2. Data to be checked to Society's requirements. 3. Completion of checking and supply of data to mailing house for quarterly and yearly statements. 4. Data to be checked to core system applications. 5. Ensure data is correct for Section 352's, data to be checked to core system applications. 6. Completion and testing of Section 17 to ensure it is correct and on schedule. 7. Completion and testing of Annual ISA returns, completed correctly and on schedule. 8. Data checked to Inland Revenue requirements 	<ol style="list-style-type: none"> 1. Validate accuracy of data
8. To carry out effective project management on areas covered in the departments business plan	<ol style="list-style-type: none"> 1. Project plan followed and objective completed. 2. Work completed within the agreed project timescales 	<ol style="list-style-type: none"> 1. Project plan created and agreed by the IS Support Supervisor 2. Depending on agreed level, manage or participate in the project 	

9. To provide cover to other service delivery areas	1. To ensure that the Service Delivery function is able to offer the required service.	1. To complete basic tasks in other areas of service delivery function if required.	
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Person Specification :

Requirement	Essential	Desirable
1. Education	<ol style="list-style-type: none"> 1. Educated to GCSE level or equivalent. 2. Formal training in Microsoft Word, Power point and Excel 	<ol style="list-style-type: none"> 1. Minimum of 4 GCSE or equivalent passes 2. NVQ Level 2 Customer Services
2. Experience	<ol style="list-style-type: none"> 1. Some administration experience. 2. Experience working within a team 	<ol style="list-style-type: none"> 1. Previous Building Society or Banking experience. 2. Technically competent in Microsoft Office Products including Word, Power point and Excel. 3. Customer Service Experience. 4. Experience of project work/problem solving
3. Knowledge	<ol style="list-style-type: none"> 1. Knowledge of Microsoft Office 97 and 2000 (Including Word and Excel) 2. Mortgage products 3. Savings products 4. Knowledge of any Society core systems (Libra, ISIS or Teller) 5. Microsoft Access 6. Knowledge of Microsoft Project 	<ol style="list-style-type: none"> 1.
4. Skills	<ol style="list-style-type: none"> 1. Excellent prioritising and organisational skills. 2. Good time management skills. 3. Able to anticipate needs and requirements. 4. Flexible working attitude. 5. Self Motivated. 6. Work well under pressure. 7. Personal drive for high work standards/excellence. 8. Able to demonstrate good written and verbal communication skills. 9. Able to communicate effectively at all levels to provide customer service excellence 10. Analytical 	<ol style="list-style-type: none"> 1. Quick to learn 2. Able to form good working relationships with internal and external contacts