GLPC Job Description

	Job Title	Oracle Analyst
	Directorate	Partnerships Housing and Resident Services
	Department	Customer Insight and Innovation – Oracle Cloud Support
	Grade	PO2
	Reports to	Team Leader OCAS
	Staffing Responsibility	None

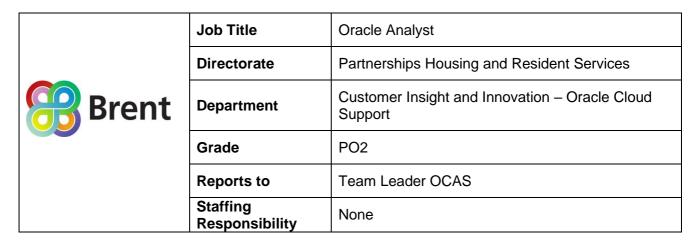**Job Purpose:**

The post holder will work as part of the Oracle Cloud Support Team in the delivery of IT, and in particular Oracle Cloud, to support the business of the Council. This will include:

- Contributing to the identification, implementation and ongoing support of IT systems and their underlying infrastructure
- Council-wide data analysis and research utilising all modules in the Oracle Cloud system spanning the ERP solution and including Financials, HCM and Procurement, information services and development activities
- Supporting the build, design and testing of new systems and reporting requirements whilst ensuring system maintenance and upgrades are carried out in accordance with the council's procedures
- Updating and maintaining key master data and hierarchies in Oracle

Principal Accountabilities and Responsibilities:

1. To support and maintain existing business applications and in particular Oracle Cloud, to agreed service levels.

2. To develop existing applications as required.

3. To implement and upgrade new computer systems in accordance with agreed project plans.

4. Work proactively to make a positive contribution to the delivery of the service. This will include working flexibly to support the objectives of the Council.

5. At all times work to provide a customer focused service.

6. Collaborate and share knowledge with all colleagues to create and support effective and productive working relationships.

7. To take ownership of and resolve IT service requests and faults.

8. Assisting in designing, setting and enforcing policies to secure that the structure of highly complex data held in Oracle Cloud is accurate and complete, without which HR, Finance and Procurement systems cannot operate effectively.

9. Undertake activities to ensure that the Council's record of the staffing establishment and other key master data (including, but not limited to associated hierarchies, e.g. the Procurement Hierarchy and the Invoice Approval Hierarchy) are up to date and can be used efficiently to manage the Council's resources.

10. Undertake activities to ensure that associated and related data and other key metrics are captured and recorded accurately to ensure effective reporting and analysis of management information for multiple purposes, including strategic business and workforce development and operational management information.

11. Preparing reports and analysis to provide feedback to managers, HR and Finance about any issues in their areas that need addressing.

12. Utilising exception reports to identify and address known problems with master data and master data hierarchies

13. The post holder will work under the Council's performance management scheme, and will be expected to develop, in conjunction with their line manager, their key result areas, and personal development plan.

14. To create and maintain documentation in the IT Service Knowledge Base to agreed standards.

15. To proactively maintain and develop their skills and knowledge as required to support the delivery of the IT service.

16. To contribute to the continuous development, improvement, efficiency and success of the IT Service. Individuals will be accountable for complying with all relevant council policies and procedures.

17. To provide support and cover for colleagues as required.

18. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

19. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.

20. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.

21. Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	Not required
Politically Restricted *(delete as appropriate)*	No

Person Specification

	To be identified by: *Application Form(A)* *Test/assessment (T)* *Interview (I)* *(Please indicate all that apply)*
Qualifications and Professional Membership requirements: 1. None specific	

Knowledge (please specify all essential criteria): 2. Knowledge and basic appreciation of all the system supported, a good working knowledge of several systems and an in depth knowledge of two or more systems.	A,I
The following modules within the Oracle Cloud System: • ERP (Finance) • SCM (Sourcing and Contract Management) • HCM (Human Capital Management) • EPM (Enterprise Planning Module) • OTBI Reporting	A,I

Experience (please specify all essential criteria): 3. Experience of working in a technically complex IT environment.	A,I
4. Experience of supporting and troubleshooting applications in a complex IT environment.	A,I

Skills and abilities (please specify all essential criteria): 5. Able to diagnose and resolve practical problems.	A,I
6. Able to prioritise a workload and focus on necessary tasks.	A,I
7. Able to adapt quickly to new developments in software and	A,I
8. hardware.	
9. Resourceful – able to fully utilise available tools to affect an efficient resolution to a problem.	A,I
10. Able to communicate clearly and effectively with staff at all levels in the organisation both verbally and in writing.	A,I
11. Able work on projects to tight deadlines and budgets.	A,I
12. Ability to work in a team that delivers a range of high availability services.	A,I
13. Ability to work with a diverse range of customers with widely varying requirements and priorities.	A,I
14. Able to identify, produce, and follow technical and non-technical processes and procedures	A,I

| 15. The post holder will be expected to work outside of normal working hours (08.00 to 18.00). This may include on occasion working at weekends. | |