##### JOB DESCRIPTION

**JOB TITLE: Finance Systems Support Analyst**

**RESPONSIBLE TO: Finance Systems Manager**

**ACCOUNTABLE TO: Finance Systems Manager**

## JOB SUMMARY

The post holder will be first point of contact for users requiring assistance or requests for enhancements to the company’s finance systems. This role will also be responsible for ensuring that the systems and related processes and controls are functioning effectively and efficiently.

The post holder will deal with a wide variety of circumstances and issues using their professional expertise and experience, be familiar with and contribute to the broader business development and expansion of the company and respond to new and changing requirements as the working environment develops. This must be recognised as an integral part of the job.

### Key Responsibilities

* Receive, log and triage support calls made to the Finance Systems Service Desk and provide first line response including, where possible, action to resolve the problem or escalation to second or third-line support.
* Perform day to day maintenance and housekeeping of the company’s finance systems including:
* Maintenance and creation of user accounts and access controls.
* Creation and maintenance of coding on the finance systems.
* Maintenance of workflow rules.
* Dealing with purchase order related queries.
* Assist in requirements gathering, documentation, testing and change control for system updates and new functionality.
* Assist in the maintenance and development of reports.
* Assist users in their use of enquiries and reports.
* Assist in the delivery of training to users.
* Undertake course administration for training courses including administering requests for training, room bookings and preparation of paperwork for the courses.
* Undertake the administration of internal user groups meetings including arranging meetings and room bookings.
* Comply with the company appraisal system and attend an appraisal every year and at least quarterly updates.
* Ensure mandatory training requirements are met.

This list of key responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

### Health and Safety

As an employee of Practice Plus Group, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Post holder …………………………………..

Signature …………………………………..

Date …………………………………..

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| **Supplementary Information - Finance Systems Analyst** |

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| **Location:** | Colchester or Reading – Will consider remote but must be able to travel occasionally to Reading for meetings. |
| **Hours:** | 37.5 |
| **Length of Contract:** | Permanent |
| **Leave:** | 25 days (pro rata) plus 8 public holidays |
| **Car Parking:** | Available on site free of charge |
| **Employee Assistance Programme:** | Available free of charge 24 hours a day, 7 days a week |

| **PERSON SPECIFICATION - Finance Systems Analyst** | | |
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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Educated to A level standard. | * Educated to further education level. * AAT part qualified or part CCAB professional accountancy qualification. * Driving licence. |
| Experience |  | * Experience of working in an IT/support environment in a large, complex organisation. * Accounting and reporting in a large, complex environment. |
| Technical Skills | * Advanced Microsoft Office skills, particularly in Outlook, Excel, Word and PowerPoint. * Analytical and problem-solving skills. | * Experience of using Unit4 Business World (Agresso), Vena, Microsoft Power BI, or ManageEngine. * Experience of programming languages. * Experience of IT change control methodologies * Evidence of continuing professional development. * Experience of delivering training and production of training documentation. |
| Personal Qualities | * Good interpersonal and communication skills. * Good written communication skills. * Calm and professional demeanour. * Logical and systematic in work processes. * Ability to work under own initiative and as part of a team. * Requires minimal supervision and works on own initiative. * Ability to cope effectively under a fast-paced evolving working environment. * Able to work to demanding deadlines and with a high degree of accuracy. * Organisational skills to be used in planning own work. * Self-motivated and enthusiastic * Focused on delivering timely results and achieving customer satisfaction. * Willingness to learn. |  |