

IT Systems Analyst (Firmstep Project)
Location: Honiton
Salary: £31,401 to £34,106 per annum
37 hours per week
Fixed Term for 24 months

About Strata

Strata is a new and exciting IT company with over 70 employees based throughout its Head Office in Exeter and other sites in Newton Abbot and Honiton.

Strata has invested heavily in hardware and software delivery platforms and is now proud to offer its local government customers some of the latest technology around virtualisation, application delivery and mobile working.

About the Role

We are looking for an experienced IT Systems Analyst to work closely with staff from East Devon District Council to introduce a new Digital Customer Platform, called Firmstep. The aim of the Firmstep Solution, is to improve customer experiences when dealing with the Council and streamline processes to enhance efficiency.

Working specifically on this project, you'll be part of a small but focused team of experts tasked with reviewing processes, implementing online forms and workflow, as well as developing new online forms which all integrate to back office systems.

The role will require you to form good working relationships with Business Process experts from East Devon District Council, to understand their requirements and work with them to implement the Firmstep Solution.

Strata are strong believers in investing in training and skills for our staff and provide access to a range of on-line training courses as well as specialised trainer-led courses on a wide variety of technical and soft skills. The role also offers a generous pension scheme and holiday entitlement.

This role will be based at Honiton. Our offices at Honiton are easily accessible just off the A30 and parking is available. We also offer a cycle to work scheme.

About You

You'll be an experienced IT Systems Analyst/Software Developer specialising in online forms development and/ or systems integration, with a good standard of education and a passion for delivering high quality IT solutions to meet complex user requirements.

With a good knowledge and experience of working with a range of development tools such as Visual Studio and SSMS, you'll have experience of systems integration using a variety of methods including APIs, Web Services (REST, SOAP, and JSON), and Batch Processing and SSIS jobs. You'll also have experience in developing online forms.

The ability to work effectively with customers to understand their business requirements, and support them through the implementation of projects is essential. Experience of working with CRM or ERP systems is desirable.

Apply

To apply, please send your CV to careers@strata.solutions

For an informal discussion about the position please contact David Sercombe, on 01626 215216 or email david.sercombe@strata.solutions

For a job description please visit <http://strata.solutions>, or alternatively, if you do not have internet access, call 01395 517553.

Post title: Systems Analyst

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Grade & Salary: 6 (£31,401 - £34,106)

Responsible to: Principal Systems Analysts

Responsible for: No direct reports

Project purpose: East Devon District Council are introducing a Digital Customer Platform to improve the customer experience when dealing with the council and to streamline the process to make it as efficient as possible. The aim of the project is to implement the Firmstep solution, which will include improvements to business processes to automate many of the current manual processes and introduce online forms that integrate to back office systems.

Job Context

The Firmstep systems analyst will work closely with staff from East Devon District Council and Strata (the council's ICT provider). They will be part of a small but focused team of experts assisting with Business Process Mapping the existing processes in the council and working closely with services to recommend new streamlined processes which take full advantage of the technology available. They will also work closely with the Firmstep platform, to translate the new processes into workflow and online forms. Candidates without prior Firmstep knowledge will receive training in the platform.

Job purpose:

Work within the Firmstep project team, consisting of developers from Strata and Business Process experts from East Devon District Council

Work closely with service areas within East Devon District Council to understand their current business processes and streamline these where possible, leveraging the full capabilities of the Firmstep platform.

Work alongside Strata developers to create online forms using the Firmstep platform, whilst translating the revised business processes into Firmstep workflow processes to reduce any manual intervention required.

Use the integration capabilities of Firmstep and third party systems to integrate the Firmstep Platform with Line of Business systems, reducing the amount of manual intervention required by council staff.

Adhere to the documented standards to ensure consistency of approach when introducing the online forms.

PERSON SPECIFICATION

Category	Requirements	Essential/Desirable (E/D)	Method of Assessment
Education/training	<ul style="list-style-type: none"> ▪ Good general school background ▪ Formal BPM techniques 	<p>E D</p>	
Knowledge	<ul style="list-style-type: none"> ▪ Knowledge of recognized Business Process Mapping technique(s) ▪ Knowledge of web form development techniques ▪ Knowledge of a variety of system integration techniques ▪ Knowledge of databases – T-SQL, Security and permissions 	<p>D D D D</p>	
Skills and Abilities	<ul style="list-style-type: none"> ▪ Use of standard BPM techniques to map the ‘as is’ and ‘to be’ service processes. ▪ Use of Visio or similar workflow mapping tool ▪ Exceptional communication skills ▪ Ability to challenge established working practices without alienating the service or individual being challenged. ▪ Develop online forms, HTML, CSS ▪ Ability to use a range of integration techniques including Web Services (SOAP, REST), Stored Procedures and batch processing ▪ Writing T-SQL database queries ▪ JavaScript and JQuery ▪ Exceptional problem solving ability ▪ Exceptional analytical skills, the ability to analyse a problem and recommend solutions ▪ Interpret data and produce reports 	<p>D D E E D D D D D E E D</p>	
Successful experience in	<ul style="list-style-type: none"> ▪ Introducing the Firmstep digital platform or similar ▪ Delivering business process mapping of as is and to be processes within a large organization 	<p>D D</p>	

	<ul style="list-style-type: none"> ▪ Developing online forms ▪ Introducing mobile working to an organisation 	<p style="text-align: center;">D</p> <p style="text-align: center;">D</p>	
Special requirements	<ul style="list-style-type: none"> ▪ None 		