

Systems Support Analyst

Supporting Presbyterian Support Central,
Family Works and Enliven



Presbyterian Support
Central

enliven



Role specification

Role Title

Systems Support Analyst

Business Unit

Business Services and Sustainability

Location

Central Hub

Reports to

Digital and ICT Manager (dotted line to Clinical Director)

Direct Reports

N/A

Purpose of the role

The Systems Support Analyst is responsible for the administration and support of the organisation's core systems, with a primary focus on the clinical systems. You will be tasked with supporting the Centre of Excellence (CoE) across Enliven and Family Works.

This role involves coordinating system releases, upgrades, inductions, and conducting impact assessments on systems and processes. This role will troubleshoot issues, create and edit forms, workflows, and configurations using the available system functionality.

Additionally you will provide and prepare reports from data in these systems to meet management, clinical, and compliance needs, contribute to projects and help in defining requirements, conducting testing, and delivering training.

As the Systems Support Analyst, you will actively respond to requests for assistance, showing your adaptability and willingness to contribute. More importantly, you are always on the lookout for opportunities to improve systems, processes, and work practices within your role and the organization. Your suggestions for new ideas and refinements to existing systems are a testament to your commitment to ongoing organisational improvement.

Organisational overview

Presbyterian Support Central's (PSC) vision is of inclusive communities where people and families are safe, strong and connected. Our caring team is dedicated to providing person-centred, culturally responsive, caring and professional support to people from all walks of life. We are a not-for-profit organisation providing services in Taranaki, Whanganui, Horowhenua, Manawatu, Wairarapa and the greater Wellington region. PSC is one of seven autonomous regional Presbyterian Support



organisations. Collectively we are one of Aotearoa New Zealand's largest not-for-profit health and social service providers

PSC's services for tamariki and their whānau are provided by Family Works, while our services for older people are provided by Enliven. Our Family Works services support children, young people, families and communities who have experienced trauma, family violence, separation, poverty, stress and anxiety, to have a safer and brighter future. Our Enliven services create age-friendly communities where people are happy and thrive, regardless of their age or ability. Our homes and villages are places where older people have companionship, choice, variety, fun, meaningful activity and a sense of purpose.

PSC is a charity incorporated under the Charitable Trusts Act 1957. While we operate as a separate entity to the Presbyterian Church, our name is a celebration of our beginnings, our heritage and the values we share.

Key Accountabilities

System Management and Support

- Provide day-to-day support and systems administration for the business's core and clinical systems (Resident Management, Client Management, and HR People Systems)
- Troubleshoot, escalate and ultimately resolve system-related issues.
- Utilise system functionality to create and edit forms, workflows, and configurations. Undertake schema changes as required
- Provide ad-hoc and regular reporting and data for the PSC management teams and the clinical team as needed and required.

Co-ordination and Implementation

- Coordinate and ensure smooth system releases and upgrades.
- Conduct staff inductions in the use of our systems and impact assessments on systems and processes.
- Prepare and distribute comprehensive system reports using system data for internal and external parties and provide data analysis.

Collaboration and Communication

- Act as the primary point of contact between IT, the clinical team, the wider business, and vendors.
- Work closely with the Clinical Director to ensure clinical systems meet business needs.
- Collaborate with support engineers and other IT team members to resolve issues and implement solutions.

Project Contribution

- Contribute to system related projects by providing input on requirements, participating in testing, and assisting with training.
- Engage in the planning and execution of system-related projects to improve business operations.





Workforce and Professional Development

- With support from the clinical consultant specialist, plan, organise, and execute education and training activities using adult education principles to meet organisational needs effectively.
- Support the development of e-learning resources within the PiO e-learning system considering a variety of learning styles.
- Coordinate the training reporting and monitor the qualification achievements and mandatory training requirements.
- Be directed to specific areas to support feedback and continuously improve education programs.
- Build positive relationships with stakeholders involved in education and training such as Careerforce or other qualification or training providers.
- Work with other training providers to adapt training resources to meet the needs of Enliven and Family Works and set up access via the E-learning system.

Contribute to clinical governance and continuous improvement

- Assist in sourcing information required for clinical policies.
- Support communication and implementation plans for policy and process updates and changes.
- Develop reporting systems and provide clinical team and others with information that inform trends in health and safety, quality, complaints and clinical processes.

Health, safety and wellbeing

- Support organisational health, safety and wellbeing initiatives
- Supports a culture of wellbeing at PSC
- Role model good health and safety practice and behaviours
- Report all hazards, incidents, accidents and near misses
- Supports managers and the organisation in remaining compliant to health and safety legislation



Core Competencies



Customer Service

- Strives to provide excellent customer service across the business. Is visible, accessible and approachable to management and staff – meets with people across the business and in different locations
- Actively seeks input from clients and key stakeholders to identify their unique business needs, goals, opportunities and risks
- Is responsive to client requests and queries, attends promptly to any concerns and resolves these where at all possible
- Aware of what sites and clients are saying - listens to and understands their needs
- Ensures that client expectations are managed, and delivery capability clearly communicated.



Communication

- Practises active and attentive listening
- Explains information and gives instructions in clear and simple terms
- Willingly answers questions and concerns raised by others
- Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged
- Is confident and appropriately assertive in dealing with others
- Deals effectively with conflict.



Relationship Management

- Actively attempts to identify client's unique business needs, goals, opportunities and risks
- Actively seeks input from clients and key stakeholders to ascertain needs
- Demonstrates thoughtfulness, courtesy, openness and respect for the organisation's clients and employees. Gains trust and confidence
- Establishes and sustains positive working relationships with people at all levels. This includes the development of networks, promoting the organisation's brand and purpose and seeking new ideas
- Fosters an open, collective, mutually beneficial and co-operative culture within the wider organisation
- Ensures that client expectations are managed and delivery capability clearly communicated
- Attends promptly any client concerns and resolves these where at all possible.





Taking Responsibility

- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected
- Adjusts work style and approach to fit in with requirements
- Perseveres with tasks and achieves objectives despite obstacles
- Is flexible in thinking and open to changes affecting role and condition
- Is reliable - does what one says one will
- Consistently performs tasks correctly - following PSC, Family Works and Enliven policy and procedures and protocols.



Teamwork

- Develops constructive professional working relationships
- Has an open positive manner
- Is visible, accessible and approachable to management and staff – meets people across the business in different locations
- Works cooperatively - willingly sharing knowledge and expertise with colleagues
- Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments
- Supports in word and action, decisions that have been made by the organisation
- Understands the impact of own role, and how that directly or indirectly supports the work of wider team and organisation.



Quality and Innovation

- Sets high standards for self
- Constantly looks for innovative ways to achieve greater levels of efficiency, cost-effectiveness and growth
- Provides quality service to those who rely on one's work
- Looks for ways to improve work processes - suggests new ideas and approaches
- Explores and trials ideas and suggestions for improvement made by others
- Shows commitment to continuous learning and performance development.



Person Specification

Qualifications

- Relevant tertiary qualification, preferably in Information Technology, Computer Science or Health)

Experience

- Experience in a similar role, supporting business and critical systems.

Skills and Competencies

- Solid knowledge of applications and systems, particularly in a clinical context.
- Strong troubleshooting and problem-solving skills.
- Excellent coordination and organisational abilities.
- Proficiency in preparing reports and documentation.
- Effective communication and interpersonal skills to liaise with various stakeholders.
- Ability to work independently and as part of a team to achieve the right outcomes.
- Strong attention to detail and accuracy.
- Proactive and self-motivated.
- Adaptable and able to manage multiple tasks and priorities.
- Customer-focused with a commitment to providing high-quality support.

Other

- Valid restricted or full driver's license and ability to travel within the central North Island region.

Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.



Position Description

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

I have read this job description and accept it.

Signed: Date:

Employee's Name: Date:

Office use only

Prepared by: (Name and Position)

Jonathan Gan (GM Business Services & Sustainability)

Date: 01/07/2024

Approved by: (Name and Position)

Jonathan Gan (GM Business Services & Sustainability)

Date: 01/07/2024

