**Manchester City Council**

**Role Profile**

**Delivery Analyst – SAP, Grade 7 + Market rate £5,000**

**ICT Service, Corporate Core Directorate**

**Reports to: Delivery Team Lead**

**Job Family: Technical**

**Key Role Descriptors:**

The roleholder will undertake a lead role in a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with internal guidelines, policies and procedures and statutory requirements.

The roleholder will lead the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council’s corporate aims and objectives

The roleholder will provide specialist technical consultancy across the assigned service area to develop, design and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

**Key Role Accountabilities:**

Provide an effective technical consultancy function for the assigned service area, ensuring that high quality technical solutions are delivered in line with customer or legislative requirements. Dependent on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Lead on the delivery of work packages (using project management methodology where appropriate) so that objectives are achieved, ensuring consistency in approach and compliance with appropriate internal and legislative guidelines.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives. This will include the communication of complex technical matters.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required, in line with safe working practices and health and safety regulations.

Represent the City Council as an expert witness at enquiries, tribunals and hearings or similar proceedings where appropriate.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The roleholder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ communication and to ensure efficiencies are achieved.

Dependent on the service area, the roleholder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:**

**ICT Service:**

The overall aim of the ICT Service is to manage the network, computers and systems that support internal and external Council services. ICT also provide strategic direction for technology development and ICT Project Management.

The ICT Service supports over 9000 users of PCs, laptops and Wyse Citrix terminals across the Manchester City Council network and remotely.

**The Delivery and Test Function:**

The Delivery and Test Function will be responsible for the delivery of the portfolio of ICT SAP projects & requirement, ensuring alignment with the ICT Strategy and Directorates priorities. The Delivery function will be aligned to Directorates to provide more effective control of the Directorates’ project portfolio and more visible and effective stakeholder management.

The Delivery Analyst – SAP will have a specific focus/alignment with the three Directorates: Corporate Core, Children & Families, Growth & Neighbourhoods, although they will be required to work flexibly across all directorates if the workload demands it.

**Delivery Analyst – SAP**

The Delivery Analyst – SAP requires Change & Configuration skills and Technical Service Delivery skills to ensure the successful technical delivery of the SAP service and business change & configuration requirements, for the service delivery area in which you will be recruited for. Working within a managed project environment, the Delivery Analyst – SAP role fulfils consultation and change activities within their recruited functional or technical area, delivering the implementation of application specific business requirements and ensuring service availability.

The Delivery Analyst – SAP covers several specific roles within two teams. The two teams being SAP Change & Configuration and SAP Technical.

The SAP Technical team are responsible for

* The Service availability of the SAP systems and the integration of these systems.
* The access to these systems given for the roles in which Users work
* The security of all systems and the Auditable activities
* The administration tasks for all SAP components and both upgrade and patching for SAP & DB2 databases to remain in support and deliver the legal requirements as government decree.
* Resolution to any availability issues and providing solutions for component issues.
* Creation of interfacing as required by external systems into and out of SAP and the internal SAP interfacing between systems.
* Resolving any systems programming issues by ABAP debugging and PI analysis.
* SAP Performance & Workload Analysis to resolve business issues

The SAP Change & Configuration team are responsible for

* The SAP functionality of the area recruited to, these include SAP HR/Payroll, SAP FI-Co & SAP Procurement
* Configuration and Change skills based on practical experience of maintaining functionality whilst delivering configuration of SAP components in the area you are responsible for
* Administration tasks for implemented SAP functionality within the area they are recruited to.
* SAP knowledge of business processes and their workflow management.
* Experience of working Interfaces and IDocs between ECC & SRM
* Thorough understanding of standard & MCC business processes and SAP best practice to enable resolution of issues and good housekeeping
* Good knowledge of Integration points with other modules in SAP such as MDM for Catalogues and GW for ESS/MSS integration
* Maintain accurate recording of support activity undertaken within SAP & MCC call logging systems
* SAP post System Copy, Support Pack and Enhancement Pack activities
* SAP ECC and SRM systems functional integration experience

**Delivery Analyst, Grade 7 – Key Behaviours, Skills and Technical Requirements**

**Generic Behaviours: General**

* We are proud and passionate about Manchester – Demonstrating pride in our city
* We take time to listen and understand – Putting customers at the heart of what we do
* We own it and are not afraid to try new things – Improving services and making the most of our resources
* We work together and trust each other – Teamwork helps deliver the best outcomes and delivery of quality services
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills –** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.
* **Analytical Skills –** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information. Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.

Ability to identify and assess risk informing decision making.

* **Planning and Organising –** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Project Management –** Ability to manage change control procedures and ensure that project deliverables are completed within budget and timescales.
* **Problem Solving and Decision Making –** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution. Able to research application issues and products.
* **ICT Skills:** Skills toconfigure appropriate areas of technical support in a large organisation. Skills to ensure the availability, integrity and search-ability of information through the application of formal data structures and protection measures.

**Technical requirements (Role Specific)**

* Qualified to ITIL foundation, or willing to work towards.
  + Experience required in one of the following areas being recruited to: SAP Basis, SAP HR and Payroll, SAP FICO, SAP E-Procurement, SAP Security and Access and SAP ABAP programming.
* Technical skills based on practical experience of SAP application platforms.
* Experience of implementing and troubleshooting SAP solutions.
* Understanding of the relevant legislative framework and professional

standards both within the ICT industry and in particular to a local authority.

* In-depth knowledge and experience of the lifecycle (including testing,

release, installation, configuration, deployment, management, support, documentation and decommission) of applications within a large multi-functional organisation

* Experience of the support and maintenance of one or more of the council’s key, line of business applications is this instance SAP. Other MCC systems are Academy, Galaxy, Civica UH, Lotus Domino and MS Dynamics CRM.
* To work flexibly on a rota basis and outside of core hours and on public holidays as required to meet customer demand and service requirements.