

Tunbridge Wells Borough Council
Job Description



Post Title: Financial Systems Officer

Service: Finance and Governance

Grade: D - 9 Month Contract - Full Time 37 hrs per week

Responsible to: Finance & Parking Systems Manager

Job Summary

To carry out day-to-day Financial Systems transactions and administration, to report errors and implement updates and fixes. To implement small systems development projects independently and to support the Finance & Parking Systems Manager in installing and implementing new financials systems or upgrades to them.

Main Activities/Principal Areas of Responsibility

1. System administration for financial and parking systems (eFinancials, ICON, WebPay, PayBase) setting up and deleting users, setting passwords and responsible for user permissions.
2. Provide technical support and training to users. First port of call help desk.
3. Running and reconciling daily and monthly system interfaces (payroll, ICON cash movements, invoices paid, housing benefit overpayments) between ICON and eFinancials. Month and year end close down of eFinancials.
4. Encrypting all electronic income (e.g. Council Tax) and payment (e.g. payroll) files and submitting them to our Lloyds BACS service via PayBase.
5. Maintenance of the outward facing payment channels e.g. the Kiosk, the Automated Telephone line, Chip & Pin machines, ServicePay and WebPay so that payments are taken correctly and the coding structure in all the above systems and ICON so payments are uploaded into eFinancials correctly.
6. Manage the correction of technical errors or user initiated issues in eFinancials, WebPay, Service Pay, the Kiosk, the Automated Telephone line, ICON, Imperial Parking and Itrent (Payroll System). This will involve raising the initial 3rd party help desk request, investigating the problem with users and liaising with the software providers. For our non-hosted systems this will also include researching and replicating the problem in the test system before implementing the fix in the test then the live system. Implementing the fix may involve out of hours work, making server-side changes to the programmes or the data in the database.
7. Implement new small system development projects aimed at improving productivity and efficiency.
8. Cover for Finance and Parking Systems Manager and assist with development and implementation of new financial system modules or upgrades to existing ones.

NB: This job description is not intended to be an exhaustive list of the duties required in the post. In light of Service needs, some tasks will need to change and any changes will be made in consultation with the postholder.