

Operations Support Technical Analyst

Job Profile and Description

# SUMMARY

The Operations Support Technical Analyst is responsible for supporting the Responsive Repairs division of Property Services by maintaining and optimising their work management system, Oneserve.

The role will focus on operational support and maintenance of Oneserve. Ensuring that the system is operating effectively, data is correct and successfully transferring to our clients via a variety of integrations of which go to several different Housing Management Systems.

To succeed in this role, you should have excellent IT skills, knowledge of integrations, basic knowledge of coding is desirable (Json/xml). Communication skills are also key are you will be liaising with many internal and external stakeholders to find solutions.

Beyond the essentials listed, the right personality and outlook is vital to be successful in this application.

# DUTIES AND RESPONSIBILITIES

* Maintain system usage for office and site based operational staff.
* Resolve all interface errors with our clients and suppliers.
* Point of contact for problem solving configuration of Oneserve.
* Support setting up of new configs.
* Cleansing of historic data and configs
* Working with the wider team on projects such as Power BI dashboards and client integrations.
* Support with testing of integrations and enhancements.
* Liaise with clients, suppliers, and internal stakeholders to resolve data differences.
* Working closely with the technical team at Oneserve to resolve problems.
* Writing process maps and creating a video tutorial library.
* Enhancing current reports and surveys using formula’s, SQL and API’s.

# SKILLS AND SPECIFICATION

* Strong problem-solving ability.
* Confident in customer and internal stakeholder relationships.
* Initiative to learn quickly on the job to liaise with client and colleagues to solve queries.
* An excellent communicator.
* Keen to learn, enabling you to quickly become an expert and continually improve your knowledge.
* Data analysis

# DESIREABLE

* Working with RESTful API’s
* Knowledge of JSON structures
* Practical experience of writing and using SQL
* Experience working with Oneserve, Localz, MS Dynamics, Orchard, Northgate (Baris), Advanced (DRS)
* Power BI and data connector
* MS Flows