

JOB DESCRIPTION

Job Title:

SolCase Developer and IT Administrator

Reports to:

IT Manager

Job Purpose:

To support the IT Manager in the provision of an effective Case Management and Accounts System by providing system functionality and operational capability management, training and user support. To assist in supporting of the provision of communication services to the practice by providing competent and efficient IT and Communications facilities, along with associated training and user support.

Key Responsibilities

- To manage the day to day functionality and operational capability of the Case Management and Accounts System.
- To develop Case Management and Accounts System functionality and capability to maximise operational efficiency and meet changing business demands.
- To continuously review workflow, end user practices and procedures to ensure a high level of system efficiency.
- To evaluate end user suggestions for improvement and implement changes as appropriate.
- To develop and maintain the Case Management policies and procedures, as well as assisting with those for the Local Systems Administration and training.
- To support the IT Manager in providing induction and end user training for the Case Management and the Accounts System, as well as other IT systems as required.
- To act as first point of contact regarding the escalation of problems to or the need for technical support from SOS/Solcase.
- To assist in the management of the Local Systems Administration of the IT facilities providing management information as requested.
- To provide support to the IT Manager and act in accordance with directions.
- To manage own work allocation, productivity and quality of work with minimum supervision.
- To support and enhance the Company's web marketing strategies and future development.

Personal Qualities

Managing Yourself

- Self-motivated and willing to take the lead and be personally accountable.
- Copes effectively in demanding circumstances showing confidence in own ability and judgement.
- Able to manage priorities and time effectively adopting a flexible approach to work, willing and able to delegate as appropriate.
- Demonstrates persistence and commitment to completing tasks and objectives.
- Delivers work output to the required standard.
- Pays attention to detail and quality of work.
- Demonstrates a commitment to improving working practices and supports company plans and policies.

Working with People

- Ability to build and maintain working relationships with others and develop a team spirit.
- Leads, motivates and develops team members to ensure that objectives, performance and quality standards are met.
- Operates effectively as part of a team encouraging others to contribute ideas and seek improvements.
- Coaches and supports individuals to improve performance.
- Willing to offer help to all colleagues to ensure company success.

Managing Commercially

- Understands the commercial environment and has a clear vision of where the Business needs to be, developing strategic plans to achieve commercial success.
- Looks for, proposes and initiates radical and innovative solutions which make business sense and support the increase of business efficiency and profitability.
- Considers the cost and profit implications of proposals and decisions.
- Understands the importance of business targets and how they impact on their responsibilities.
- Makes sound commercial judgements based on issues key to the success of the business.
- Able to analyse trends and forecast budgetary requirements.
- Knows when to seek guidance or further input from others before taking action.

Communication Skills

- Able to express oneself both orally and in writing in a clear and constructive way.
- Willing to ask questions, listen to others views and accept advice.
- Willing to contribute ideas and seek improvements.
- Good client / Introduce / supplier handling skills both by telephone and face to face.

Managing Resources

- Identifies, forecasts and selects the appropriate technology, tools, materials and personnel required to achieve Business objectives.
- Ensures the availability and deployment of resources cost-effectively matching resources to workload requirements.
- Satisfies often-conflicting priorities by effective workflow management and forward planning.
- Ensures that all physical resources are maintained to a high standard and are in line with any legislative requirements including those aspects that impact on the health and well-being of employees.

Experience Required

Essential

- Relevant IT qualification or sufficient experience to support exemption.
- Recent practical experience in the development and end user support of Solicitors Accounts packages and Case Management.
- Recent practical experience of Local Systems Administrator duties.
- Working knowledge of Solcase and Practice Manager.
- Experience of working in a networked Windows environment.
- Computer literate with good keyboard skills and a working knowledge of using software packages (preferably Microsoft).

Desirable

- Experience of working in a legal environment.
- Experience of case management programming in Solcase and Practice Manager.
- Demonstrates a commitment to personal development