

Job Title:	IT Business Systems Administrator
Grade:	D
Reports to:	Service Desk Supervisor
Role Responsibilities:	No line management or budget responsibilities
DBS Level Requirement:	Standard check

The Role

Our vision is to transform lives, empowering independence through care excellence for all.

The IT Business Systems Administrator role at ECL is an IT reporting role focused on supporting the implementation, maintenance, administration, reporting, and ongoing development of the organisation's people and business systems. The postholder will sit within the IT function and help ensure systems are reliable, secure, well-governed, and user-friendly for colleagues and managers across the organisation.

This role is varied and combines responsibility for systems administration, data quality, reporting, user access, testing, issue resolution, supplier liaison, and continuous improvement. It acts as a technical bridge between IT, HR, payroll, finance, Business Insight, suppliers, and operational users to improve system functionality, data flows, reporting, automation, and user experience.

Job purpose

The Business Systems Administrator will report into the IT function and support the successful implementation, maintenance, administration, security, and continuous improvement of ECL's people and business systems. This will include assisting with system set-up, configuration support, testing, user access administration, reporting, issue resolution, and process documentation.

The role will work closely with IT colleagues, HR, payroll, finance, Business Insight, managers, system suppliers, and other stakeholders to ensure systems are reliable, secure, integrated, and fit for purpose. A key part of the role will be providing day-to-day technical and user support, helping to investigate and resolve issues, escalating where appropriate, and identifying opportunities to improve system processes, reporting, automation, and user experience.

Ensuring high-quality, secure system controls, supplier management, and helping ECL maximise the value of its digital systems investment. The postholder will need strong technical curiosity, attention to detail, a proactive approach to problem-solving, and the ability to build effective working relationships across the business.

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.

- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Duties and Responsibilities

- Provide technical application support and systems administration for HR, payroll and related business systems, ensuring systems remain appropriately configured, available, secure and operational.
- Support the implementation, configuration and deployment of new business and people systems, including system setup, configuration changes, technical testing, data validation, integration checks and implementation activities.
- Administer system configuration including organisational structures, reference data, workflows, approval routes, system parameters, notifications and other application settings through established change management processes.
- Investigate and troubleshoot application incidents and technical issues, using system logs, error information, audit records and available diagnostic tools to identify causes and determine appropriate resolution or escalation.
- Act as an escalation point for business systems support queries, working with IT colleagues, HR, Payroll, Finance, Business Insight, system suppliers and operational teams to investigate and resolve application, data and integration issues.
- Monitor and support interfaces and data exchanges between HR, payroll and connected business systems, identifying failed or incomplete processes and coordinating corrective action where required.
- Support integrations and automated processes between business applications, including scheduled data transfers, system interfaces, API-based integrations, file transfers and workflow automation where applicable.
- Maintain application user accounts, security roles, permissions, approval structures and access controls in accordance with role-based access principles, IT security requirements and information governance policies.
- Support periodic user access reviews and provide system evidence, audit information and configuration records to support internal governance, compliance and audit requirements.

- Support system upgrades, releases, patches, enhancements and configuration changes through structured testing, including preparation of test scripts, execution of functional and regression testing, recording results and raising defects.
- Assist with the management of application environments and release activity, ensuring approved configuration changes are appropriately documented, tested and implemented.
- Maintain accurate technical and operational documentation including system configuration records, support procedures, interface information, known issues, process documentation and knowledge articles.
- Use service management processes to record, prioritise and manage incidents, service requests, problems and system changes, ensuring appropriate escalation and communication throughout their lifecycle.
- Produce system and data extracts, undertake basic data analysis and support reporting requirements using available application reporting, query and data tools.
- Identify opportunities to improve system reliability, data quality and operational efficiency through improved configuration, automation and simplification of digital processes.
- Support the development and maintenance of automated workflows and system processes, working with IT colleagues and business teams to reduce manual activity and improve process consistency.
- Liaise with software suppliers and third-party support providers on technical incidents, defects, upgrades and system changes, providing diagnostic information and coordinating testing where required.
- Provide technical guidance and support to managers and colleagues using HR, payroll and associated self-service systems, helping users understand system functionality and resolve application-related issues.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by their line manager.

Person Specification

Key Skills and Competence

- Educated to GCSE minimum in literacy and numeracy, or equivalent by experience.
- Solid experience of providing administrative, technical, reporting, or systems support within an IT, business systems, HR systems, payroll, or corporate systems environment.
- Experience of supporting the implementation, maintenance, administration, reporting, or improvement of business systems, HR systems, payroll systems, or other enterprise applications.
- Good analytical and problem-solving skills, with the ability to investigate system issues, identify root causes, and help implement practical solutions.
- Understanding of change control and service desk processes.
- Strong communication skills, with the ability to explain system processes clearly to different audiences.
- Ability to work collaboratively and build positive relationships with stakeholders and customers.
- Knowledge of Power BI, Power Automate, SharePoint, SQL, APIs/integrations, SFTP, reporting tools or workflow systems.
- Experience of systems testing, data migration, user acceptance testing, system configuration, integrations, access management, or report development.
- Knowledge of IT service management principles, information governance, cyber security awareness, business systems administration, or HR/payroll systems would be desirable.
- A commitment to learning, continuous improvement, and delivering a high-quality customer experience.

Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right