Technical Business Partner

Job Description

The purpose of your role in Our Co-op

As a Technical Business Partner, you will support, configure, and administer technology solutions, acting as a Subject Matter Expert (SME) for the operational user community. You will be responsible for maximising the potential of technology platforms, aligning system processes to improve efficiency, and leading the adoption of system changes through the release cycle. Additionally, you will play a key role in defining and implementing technology updates to ensure continuous system performance.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

The Team you are joining

The Technology Team is responsible for driving digital innovation, system management, and IT infrastructure within our organisation. We ensure that our technology solutions align with business objectives, support operational needs, and enhance the customer experience. Our team works collaboratively to implement, maintain, and improve IT systems while upholding data security and best practices.

Things you need to know

This is a hybrid-working position which will require you to adhere to our hybrid working policy and procedures.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused
- Leadership
- Interpersonal skills
- Data interpretation
- Project management
- Critical thinking
- Budgeting/financial awareness

Your reporting lines

Location
Wherstead Park, Ipswich, Suffolk, IP9 2BJ

Department
Central Office, Technology

Reports to
Development and Automation Leader

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What you will be working on at Our Co-op

1. **Support & Enablement**
   - Act as an SME and escalation point for system users, identifying root causes and resolving issues to enhance system efficiency and usability.
2. **Skill Development**
   - Provide coaching and develop resources to enable system users to fully utilise and exploit system functionalities within a best-practice framework.
3. **System Upgrades & Maintenance**
   - Support the upgrade and maintenance cycle, ensuring optimal system performance and effective adoption of new features.
4. **Technology Roadmap & Integration**
   - Assist in the management and execution of technology projects, ensuring smooth system transitions and integrations with other business applications.
5. **Cross-Departmental Collaboration**
   - Work with various business areas to enhance collaboration, reduce duplication, and prevent single-person dependencies in system management and processes.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Our Values

At Our Co-op, we live by a set of five values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.

To find out more about our values, visit **www.eastofengland.coop/careers/our-values**