

Role title	Integration & Systems Analyst	Grade	Senior Specialist / Systems Analyst
Reports to	Head of Digital & Data	Location	Central Support Office, Darlington (Hybrid)
Job family	Finance & IT Directorate	Job Code	
Role Purpose			
The Integration & Systems Analyst is a senior technical specialist responsible for integration architecture, API management and systems connectivity across HCOne's finance, care management, HR, payroll and operational technology landscape across 146 homes. The postholder ensures key systems exchange data accurately, reliably and securely, manages system configuration and administration, leads system implementation projects, and provides expert analytical support on systems performance and data integrity. Given HCOne's SOX obligations, the postholder has a central role in maintaining and evidencing IT General Controls for in-scope systems — specifically: user access management (provisioning, de-provisioning, access reviews and privileged access), change management (change control procedures and segregation of duties in system changes), system operations and program development controls. The postholder supports the Head of Digital & Data in ITGC documentation and testing for the SOX Section 404 annual assessment.			
Main Activities			
Integration Architecture & API Management • Design, build and maintain integrations between HCOne's core systems: finance ERP, care management, HR, payroll and BI. • Develop and manage APIs and middleware; ensure data flows are accurate, timely and secure. • Document integration architecture, data flows and system interdependencies. • Monitor integration performance; resolve failures proactively. IT General Controls (SOX ITGCs) • Own and maintain ITGC documentation and evidence for in-scope systems: user access management (role-based access, provisioning and de-provisioning workflows, privileged access controls, periodic access reviews), change management (change control log, segregation of duties in test and production environments, emergency change procedure), system operations (backup procedures, availability monitoring, incident management) and program development controls. • Support the Head of Digital & Data in ITGC testing cycles and in providing evidence to SOX auditors. • Conduct and document periodic access reviews for all in-scope financial systems. • Maintain the ITGC controls register. Systems Administration & Configuration • Manage system administration and configuration for core business applications. • Manage user access, role-based permissions and licence allocation. • Coordinate system upgrades and maintenance windows with vendors and the IT MSP. • Own system configuration documentation. Systems Implementation & Data Integrity • Lead technical work on systems implementation and replacement projects. • Investigate and resolve data quality issues from system integrations. • Support the Data Lead with source system data mapping.			
Qualifications and Skills Required			
	Essential	Desirable	

Qualifications and knowledge	Experience designing, documenting and maintaining IT General Controls within a SOX Section 404 environment — user access management, change management, system operations and program development controls	Experience supporting SOX ITGC auditor testing and evidence provision
Skills	- Strong SQL skills; experience with relational databases - Expert in API design, middleware and data exchange between enterprise systems - Diagnoses complex integration failures and implements robust solutions	Experience with Azure Integration Services, Boomi, MuleSoft or equivalent iPaaS
Experience	- Significant experience in a systems analyst, integration engineer or technical analyst role - Proven experience designing and managing system integrations and APIs - Experience managing system administration and configuration for business applications	Care, health or regulated sector background
Personal attributes	- Methodical and thorough; maintains comprehensive configuration and controls documentation - Strong problem-solving skills; diagnoses complex issues effectively	
Special features		
- An Enhanced DBS disclosure is required for this post. - A DVLA licence check is required in line with HCOne insurance policies. - Based at the Central Support Office, Darlington (Hybrid); regular office attendance required, with some travel to homes and regional offices. - SOX-relevant role, subject to US investor trust reporting obligations and internal controls requirements. - HCOne is an equal opportunities employer and encourages applications from all sections of the community. - All postholders are expected to uphold HCOne's core values: Quality, Innovation, Compassion, Integrity and Respect.		
Dimensions:		
- Supports HCOne's finance and operational systems landscape across 146 care homes in England, Scotland and Wales (approximately 8,000 residents' capacity). - Responsible for integration architecture and APIs across finance ERP, care management, HR, payroll and BI systems. - Owns ITGC documentation and evidence for in-scope systems under SOX Section 404. - No direct reports; reports to the Head of Digital & Data.		