

Job title:	Systems Support Officer
Reports to:	Business Systems Manager
Business area:	IT Services
Responsibility for others:	No

JOB DESCRIPTION

Purpose and context:

The post holder will be part of a small, focussed team, who is responsible for ensuring the College's systems are reliable, effective and relevant to the business needs of the College.

Using their technical expertise and business process knowledge, the post holder will be working under the direction of the Business Systems Manager, supporting the implementation of the College's Business System Strategy.

The post holder will be responsible for supporting, administering and developing a variety of College business systems and applications, as well as training users in their effective operation.

The post holder will need to build effective working relationships with staff at all levels, and work collaboratively with a range of people to explore new ways of exploiting IT applications and information systems to provide outstanding teaching and learning for students and meet business needs.

The following list is intended to give an indication of the range of duties and responsibilities it does not specify all aspects of the role.

Duties and responsibilities:

Under the direction of the Business Systems Manager, support the College's drive towards a single, unified systems structure.

Manage and develop applications/systems, ensuring they meet the College's business needs.

Ensuring systems, applications and solutions are high quality, scalable and extendable.

Provide assistance, analysis and advice to staff with regard to the College's business systems and applications.

Support the continuing development of existing systems and the implementation of new systems by designing, facilitating and delivering training for users of College business systems by providing information, demonstrations, drop-in sessions, online materials and user guides.

Provide assistance and support to staff and students with regard to use of the College's VLE and online learning platforms.

Liaise with and support customers in an efficient and courteous manner.

Develop and create reports based on data held in the College's business systems.

Manage own workload, prioritise tasks and work in a proactive manner to ensure excellent customer service is provided to both staff and students in a timely, responsive manner which manages expectations.

Document all activities in accordance with IT Services and College guidelines.

Responsibilities of all employees:

- Undertake a proactive approach to safeguarding and promoting the welfare of all students, ensuring personal compliance with all Group policy and procedure relating to the safeguarding of students.
- Be alert to any indication or allegation of abuse and take appropriate action, as necessary.
- Committed to upholding British Values, celebrating equality and diversity, and maintaining a culture of respect and tolerance.
- Celebrate and value the diversity brought to our workforce by individuals, providing positive role models and an all-inclusive approach.
- Act in accordance with data protection legislation.
- Participate in team meetings and development opportunities as identified.
- Ensure the health and safety of students, staff, and resources within their scope of responsibility.
- Ensure risk assessments are undertaken, updated, and submitted in line with Group policy.
- Undertake appropriate learning and development, to the equivalent of at least 30 hours (pro rata) each year.
- Ensure students receive a positive introduction into College life through involvement in all identified aspects of the enrolment process.

Our Values:

Our values act as the moral compass for our organisation. They encapsulate the way we do things, how we behave and how we make our decisions. These are the values we stand behind -

Respect

We clearly communicate with transparency and integrity and show kindness and passion for the things we do

Inclusion

We create a safe and sustainable environment where all can thrive, enabling creativity and individuality

Ambition

We aspire for excellence, continually growing and looking for opportunities to innovate and develop

Collaboration

We take individual and collective accountability and work together to seize opportunities to continuously improve

This Job Description is intended to provide a guide to the duties and responsibilities of the post and to set in context within which the post holder will operate, duties may vary from time to time without changing the general character of the post. It should not be regarded as a legal document or a set of conditions of service.

An appointment to this post will be subject to an enhanced disclosure from the DBS, Children's Barred List (List 99) check, receipt of at least two satisfactory references, provision of evidence of identification and right to work, evidence of essential qualifications and medical clearance.

Person Specification: Systems Support Officer		
NOTE TO APPLICANTS – please ensure you note in your online application form how you meet the criteria below. This is used for shortlisting purposes.	Criteria: Essential Desirable	Assessed: Application Interview Task References
<u>Qualifications and Training:</u>		
Educated to GCSE grade A*- C or equivalent in English	Essential	Application
Educated to GCSE grade A* - C or equivalent in Maths	Essential	Application
Qualified to level 3 or above in a Business or IT related subject	Desirable	Application
Safeguarding and Prevent training (or to be completed within one month of appointment)	Essential	Application
<u>Relevant Experience:</u>		
Experience delivering training	Essential	Application, Interview, Task
Ability to prioritise workload	Essential	Interview
Able to work and adhere to set deadlines	Essential	Interview
Ability to work under pressure and on own initiative	Essential	Interview, Task
Able to understand and follow complex rules and procedures	Essential	Interview
Methodical approach to tasks	Essential	Interview, Task
Experience of academic administrative processes (for example the College enrolment process)	Desirable	Application, Interview
Experience of using and/or supporting a Virtual Learning Environment, such as Blackboard, Moodle and Microsoft Teams	Desirable	Interview

<u>Skills and Knowledge:</u>		
Knowledge of Microsoft SQL/Oracle SQL/MySQL	Desirable	Application, Task
Working knowledge of GDPR	Essential	Application, Interview
The ability to form and maintain appropriate relationships and personal boundaries with children and young people.	Essential	Interview, References
Excellent inter-personal skills.	Essential	Interview
Excellent problem-solving skills.	Essential	Interview, Task
Excellent communication skills both verbal and written.	Essential	Application, Interview, Task
Able to interpret data and data hygiene issues through proven work experience or qualification.	Desirable	Interview, Task
<u>Additional Factors:</u>		
Must be proactive and able to question decisions	Essential	Interview
Have a flexible approach to working practices	Essential	Interview
Good team player	Essential	Interview
Ability to learn quickly and adapt to change	Essential	Interview
A professional approach	Essential	Interview
Demonstrate an understanding of good customer service.	Essential	Interview
The ability to deal with all levels of staff and students	Essential	Interview
A commitment to the principles of Equality and Diversity	Essential	Interview

Please note that due to the volumes of interest and applications, we are unable to give individual feedback to applicants where they have not been shortlisted and selected for interview.