Senior Student Systems Analyst
Student and Academic Services

Closing date: 25 February 2018
Interview date: TBC
Vacancy reference: 6407
INTRODUCTION

Student Services are responsible for ensuring an excellent student experience to students during their time at the University of York. We provide support and work with students from their enrolment through to Graduation. We also provide a high level of advice and guidance to colleagues across the University who rely on us to update student records and deliver systems to support the student lifecycle. As a team we are responsible for:

- front-of-house support, information, and guidance
- student advice
- student records management
- Tier 4 compliance
- student enrolment
- student financial support
- academic progress
- examinations and assessment
- academic appeals
- graduation
- research student administration
- compliance and statutory returns, and
- student systems development

As Senior Student Systems Analyst you can look forward to joining an enthusiastic and friendly team who work in partnership with colleagues across the University to provide high quality administrative systems and services to support the student experience at York. The Student Systems team is responsible for the development, management, and maintenance of our student record system (SITS), and associated systems which integrate to/from SITS. These Systems are core to the running of the University with Academic and Professional Service Departments relying on them to underpin their key activities. A detailed
understanding of these processes provides a valuable foundation to those seeking career progression within the sector.

You will play a major role in providing enhancements and new solutions to these activities, supporting the student journey from Application through to Graduation and ensuring that our systems meet changing business needs and priorities. You will also provide day-to-day support across a number of areas, resolving problems as they arise and identifying areas for future improvement and development.

You will initially be involved with supporting the implementation of an innovative University wide initiative to increase our Online learning provision, helping the wider team identify requirements for students not based on the University campus and translating these into System developments. This is a major project, involving many teams from the wider Student Services section over a two year period.

In 2013 the University of York was named the Tribal University of the Year in recognition of our innovative implementation of new functionality in our student records system (SITS) and its web portal (e:vision). As we continue to develop ambitious plans for the future we are undertaking a comprehensive review and consolidation of current functionality with a clear focus on improving the services that we provide for our students and staff.

If you are a highly motivated and enthusiastic person, with experience of software development projects through all phases from initial analysis and process mapping, through to live deployment we would be interested in hearing from you. You must have strong analytical and technical problem-solving skills, be able to work independently or as part of a team, and be willing and able to learn new systems and processes quickly.

This is an exciting time for the team and for you to play a key role in contributing to our ambition to integrate our face-to-face and online services so that they are welcoming, logical and accessible for students, staff, and other service users, and reaffirming our commitment to providing excellent services of a high professional standard.
Main purpose of the role

The main purpose of the role is:

• to work with key stakeholders to gather and document their requirements, produce functional and technical specifications, and act as technical and project lead in developing and implementing new functionality. This will include evaluating, designing, and developing appropriate solutions, choosing between building in-house, enhancing existing solutions, customising applications, or procuring solutions from new or existing suppliers

• to ensure that agreed solutions support both the University and the Department’s strategic objectives, are of an excellent standard, are scalable, are appropriately integrated, and are fully tested before being deployed into the live environment

• to ensure the smooth running and continual improvement of applications and services by providing support for existing applications, including upgrades and system testing, investigation of new functionality, problem analysis and identification of appropriate action, and liaison with external suppliers as appropriate

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

System maintenance, support, and reporting

• Provide technical support for exiting applications, including the coordination of upgrades to the student record system (SITS) and associated systems/applications, investigation of new functionality, problem analysis, and liaison with external suppliers

• Using agreed operating procedures, provide support to application users, understanding their needs and provide clear and accurate information on how to resolve their issues

• Write scripts, programs, and undertake other programming activities in support of applications, and to work in partnership with colleagues in IT Services to improve system performance and utilise best practice methodology

• Design and develop management information reports using appropriate tools which include: SITS proprietary reporting language, Business Objects, and MS Access reports (via a data warehouse).

Generating improvement

• Contribute to the ongoing development of the student record system (SITS) and associated applications using initiative and creativity to meet identified requirements and identify, evaluate, and implement suitable solutions

• Lead system development projects working closely with key stakeholders and data owners in academic and support departments to ensure that appropriate solutions are developed that improve the experience of the end-user, reduce duplication in administrative processes, and give due consideration to the ongoing maintenance/support requirement for business as usual operation

• Prepare technical documentation and other material to support users in the use of applications/services, and other written documentation relating to software development and functionality for users

• Design and build/program high-quality, sustainable, and robust solutions that support and improve business processes and, as far as possible, anticipate system/application problems which could have a major impact to the service or the University as a whole

• Ensure that solutions are fully tested and are of an excellent standard, and are appropriately deployed into the live environment

• Evaluate the impact of new developments aimed at
improving the student experience in line with University objectives

- Disseminate best practice and promote innovations at the level of the team, section, Directorate or University
- Produce written reports, briefings and presentations for senior members of the University, central support staff and academic departments, as required
- Plan and prioritise work in consultation with the line manager, provide input into project, work package, and team plans, and to carry out programming, system build and configuration, and other development activity within a supervised schedule of work.

People/relationship management

- Where appropriate, delegate to others, ensuring work is completed to required standards and timescales
- Build the confidence of others (staff, students and external stakeholders) in the success of the service, team, section or Directorate
- Support other team members by keeping them up-to-date on your own work
- Provide leadership within team and more widely on area of expertise

Communication and collaboration

- Develop relationships with staff from other teams, sections, Directorates and academic departments and use those relationships to effectively promote and further the work of the team
- Build successful and productive relationships, alliances and partnerships within Student and Academic Services, and with other teams/sections/Directorates, academic departments and external stakeholders in order to further or promote the work of the team or section, establish effective working relationships across departments
- Negotiate with and influence stakeholders and facilitate open discussion with individuals and groups on complex issues.
- Attend external meetings and liaise with external contacts to represent and report on work issues or to contribute to collaborative initiatives, projects or events
- Represent the team, section and Student and Academic Services within and beyond the University as appropriate and deputise for the line manager or head of section as required

Personal and professional development

- Maintain a personal and professional development plan.
- Monitor and maintain awareness of HE agendas and developments nationally.
- Engage with appropriate external networks including attending conferences and, where appropriate, giving presentations.

JOB DESCRIPTION
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to degree-level in a relevant discipline or equivalent work experience</td>
<td>Essential</td>
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<tr>
<td>Postgraduate qualification in Information Technology or Information Systems</td>
<td>Desirable</td>
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### Knowledge

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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Detailed knowledge of relational database principles</td>
<td>Essential</td>
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<tr>
<td>Detailed knowledge of at least one web development language</td>
<td>Essential</td>
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<tr>
<td>Detailed knowledge of software development methodologies and practices</td>
<td>Essential</td>
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<td>Knowledge of project management methodologies and principles</td>
<td>Essential</td>
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<tr>
<td>Knowledge of SITS/e:vision development tools such as tasking, vistas, and process manager</td>
<td>Desirable</td>
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<td>Knowledge of Oracle PL/SQL</td>
<td>Desirable</td>
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<tr>
<td>Understanding of the role of business systems within a Higher Education institution</td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<tr>
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<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Ability to develop software using HTML, SQL, XML, and JavaScript</td>
<td>Essential</td>
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<tr>
<td>Ability to write complex SQL and understand relational database schemas</td>
<td>Essential</td>
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<tr>
<td>Skilled in understanding complex technical/specialist information in order to convey the information in a simple, clear and effective manner to staff at all levels and with varying degrees of interest and skills (in person, over the phone, via email, and electronic and written forms)</td>
<td>Essential</td>
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<tr>
<td>Ability to work cooperatively with colleagues with differing knowledge and skills</td>
<td>Essential</td>
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<td>Ability to analyse and define requirements in an imaginative and creative manner</td>
<td>Essential</td>
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<tr>
<td>Strong analytical and technical problem-solving skills and attention to detail</td>
<td>Essential</td>
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<tr>
<td>Ability to write reports in the SAP Business Objects report writer</td>
<td>Desirable</td>
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<tr>
<td>Ability to develop software using the SITS and e:vision development tools</td>
<td>Desirable</td>
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### Experience

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<tr>
<th>Experience</th>
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<tr>
<td>Experience working with a large relational database</td>
<td>Essential</td>
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<tr>
<td>Experience writing and deploying management information reports</td>
<td>Essential</td>
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<tr>
<td>Experience leading a software development project through all phases form initial analysis to live deployment</td>
<td>Essential</td>
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<tr>
<td>Proven ability to design and build successful quality solutions to address complicated business problems and issues</td>
<td>Essential</td>
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<tr>
<td>Experience developing SITS/e:vision applications</td>
<td>Desirable</td>
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<td>Experience of working closely with colleagues in a small project focussed team</td>
<td>Desirable</td>
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## PERSON SPECIFICATION

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<th>Personal attributes</th>
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<tbody>
<tr>
<td>Conveys a positive attitude and demonstrates personal credibility and integrity</td>
<td>Essential</td>
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<td>Motivation towards customer service excellence and quality</td>
<td>Essential</td>
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<td>Understanding of the needs of those working and studying in a higher education environment</td>
<td>Essential</td>
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<td>A proactive approach and the ability to use initiative in problem solving and developing service opportunities with an appreciation of possible longer-term implications</td>
<td>Essential</td>
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<td>Highly motivated, able to work independently or as part of a team</td>
<td>Essential</td>
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<td>Ability to deal with confidential matters and act with discretion</td>
<td>Essential</td>
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<td>Sensitivity and empathy with users, colleagues and staff</td>
<td>Essential</td>
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<td>Commitment to organisational values</td>
<td>Essential</td>
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<tr>
<td>Able to work on own initiative, under pressure and to tight deadlines</td>
<td>Essential</td>
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<tr>
<td>Able to deal with issues of confidentiality and to demonstrate tact and diplomacy in sensitive situations</td>
<td>Essential</td>
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Student and Academic Services provide administrative and advisory services and opportunities for development to support the student experience. Working collaboratively with students, colleagues and external partners we facilitate learning, development and success.

As one of the largest professional service directorates we make a significant impact on the University’s ability to achieve its ambition of offering an outstanding and valuable experience, and to support our colleagues in achieving excellence in research, teaching, and the student experience.

We are in a strong position to shape and influence the way that the University delivers its objectives. We provide a collection of professional services which contribute to the quality of the student experience; these services are organised in five sections:

- Academic Support
- Careers and Placements
- Colleges
- Open Door
- Student Services

Student Services is engaged in a broad range of activities which underpin the student lifecycle from enrolment through to graduation. We are the first point of contact for students for everyday enquiries and specialist advice, and provide and support essential processes, systems, and events that underpin the student journey, the administration of teaching and learning, and the University’s relationship with key stakeholders and external agencies. We are responsible for matters relating to:

- front-of-house support, information, and guidance;
- student advice;
- student records management;
- student enrolment;
- student financial support;
- academic progress;
- examinations and assessment;
- academic appeals;
- graduation;
- research student administration;
THE DEPARTMENT

- compliance and statutory returns; and
- student systems development.

We are comprised of a team of approximately 60 staff members organised in 11 teams. Our teams work in partnership with academic departments and professional services across a wide range of operational and development activities. We’re working together to identify opportunities to introduce greater harmonisation of the administrative processes and tasks that support the student journey, and to adapt and develop our services to meet new requirements.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6407
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 25 February 2018.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Rob McCarthy rob.mccarthy@york.ac.uk or Del Gee del.gee@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835