Student Systems Analyst
Student and Academic Services

Closing date: 8 July 2018
Interview date: To be confirmed
Vacancy reference: 6787
INTRODUCTION

As a 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 integrations with associated systems. 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.

As we continue to develop ambitious plans for the future the team is currently undertaking a comprehensive review and consolidation of current functionality with a clear focus on improving the services provided. You will play a key role in providing enhancements and new solutions to these services, 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.

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

This is an exciting opportunity for you to play a key role in a cross functional team, supporting the implementation of a number of key University projects, and contributing to the ongoing enhancement of the Student Experience at the University.
Main purpose of the role

The key purposes of this role are:

- to ensure the smooth running of applications and services provided by the Student Systems team within Student Services. This will involve providing support for existing applications, assisting with upgrades and system testing, investigating new functionality, analysing problems and identifying appropriate action. Liaison with external suppliers will be required as appropriate.

- to support the Senior Student System Analyst/Developers in identifying areas for improvement. This will involve gathering and documenting user requirements, undertaking process mapping exercises and producing agreed functional and technical specifications.

- to support the development of new functionality within the University’s student systems, assisting with the development of appropriate solutions either through building in-house, enhancing existing solutions, customising applications or procuring solutions from external suppliers.

- to provide support, reports and training to system users.

Key responsibilities

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

System maintenance, support and reporting

- Provide system support for existing applications including the student records system (SITS), its web interface (e:vision).

- Using agreed operating procedures, provide support to application users, understanding their needs and providing clear and accurate information on how to resolve their queries.

- Identify and rectify common problems in a speedy and efficient manner, referring to Senior Student Systems Analyst/Developers or the Head of Student Systems where necessary.

- Provide 1st line support to internal and external system users.

- Attend relevant training, user groups and other related meetings to provide input and feedback to issues relating to the student records system.

- Advise the Head of Student Systems and Deputy Director, Student Services of priorities and relevant issues.

Technical development

- Support the Senior Student Systems Analyst/Developers and the Head of Student Systems in the analysis, process mapping, design, implementation, testing, and maintenance of the technical aspects of projects within Student and Academic Services.

- Assist with analysis of the use of existing systems in consultation with colleagues in Student and Academic Services and Academic Departments, and identify areas of improvement.

- Assist with the on-going technical support and maintenance of the interfaces between internal and external systems.

- Work collaboratively with other users and colleagues across a number of projects and developments.

- Keep up-to-date with current technology and innovations with a view to enhancing and improving existing systems, or introducing new systems.
JOB DESCRIPTION

Management information

- Design and develop management information reports using appropriate tools, including SQL driven HTML, Business Objects and/or Tableau.

Training development and delivery

- Develop, organise, and run training sessions for staff across the University
- Provide ad hoc support and advice to existing and potential system users.

People/relationship management

- Where appropriate, delegate to others, ensuring work is completed to required standards and timescales.
- Support other team members by keeping them up-to-date with your own work.
- Support team and section leaders in creating a work environment that is fair and inclusive.

Communication and collaboration

- 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 promote the work of the team and establish effective working relationships across departments.
- Coordinate a range of communications, on behalf of the team, section or directorate.
- Attend external meetings and liaise with external contacts in relation to area of responsibility to enable service developments and improvements. Liaise and negotiate with customers, key external contacts and service providers.
- Represent the team, section and Student and Academic Services within and beyond the University as appropriate and deputise for the line manager as required.

Personal and professional development

- Maintain a personal and professional development plan.
- Maintain awareness of HE agendas and developments nationally especially with regard to impact on area of responsibility.

Engage with appropriate external networks including attending conferences where appropriate.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other activities within the scope and grading of the post.
# PERSON SPECIFICATION

## Qualifications

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<thead>
<tr>
<th>Essential / Desirable</th>
<th>Description</th>
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<tbody>
<tr>
<td>Essential</td>
<td>Educated to at least ‘A’ level standard or equivalent or comparable work experience.</td>
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<tr>
<td>Desirable</td>
<td>Educated to degree level</td>
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## Knowledge

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<th>Essential / Desirable</th>
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<tr>
<td>Essential</td>
<td>Knowledge of relational database design and management.</td>
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<td>Desirable</td>
<td>A good working knowledge of HTML and web development.</td>
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<td>Desirable</td>
<td>A good knowledge of reporting tools (e.g. Business Objects, Tableau, or similar)</td>
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<td>Desirable</td>
<td>Knowledge of software development methodologies and practices</td>
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<td>Desirable</td>
<td>Knowledge of project management methodologies and principles</td>
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<td>Desirable</td>
<td>Knowledge of at least one web development language (e.g. ASP.NET, Cold Fusion, or similar)</td>
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<td>Desirable</td>
<td>Knowledge of the SITS student record system</td>
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<td>Desirable</td>
<td>An understanding of the UK Higher Education sector</td>
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<td>Desirable</td>
<td>An outline understanding of relevant legislation, such as Freedom of Information Act, Data Protection Act, GDPR, Web Content Accessibility Guidelines, etc</td>
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## Skills, abilities and competencies

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<tr>
<td>Essential</td>
<td>Ability to write HTML, CSS and SQL</td>
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<td>Essential</td>
<td>Good analytical and problem-solving skills</td>
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<td>Essential</td>
<td>Numerate (at least GCSE or equivalent A-C Maths)</td>
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<tr>
<td>Essential</td>
<td>Excellent oral and written communication skills, with the ability to provide detailed advice and guidance on specialist defined processes and procedures to internal and external contacts</td>
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<td>Essential</td>
<td>Ability to write clearly and succinctly, for reports and publication, including web-publication</td>
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<td>Essential</td>
<td>Ability to write and maintain documentation for a variety of audiences, including user and technical documentation, etc</td>
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<td>Essential</td>
<td>Ability to work under pressure and on own initiative</td>
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<td>Essential</td>
<td>Excellent teamwork and interpersonal skills</td>
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<td>Essential</td>
<td>Ability to demonstrate flexibility and innovation in adapting to changing needs</td>
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### PERSON SPECIFICATION

#### Experience

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<tr>
<td>Experience in the support and development of information systems to improve user/customer experience</td>
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<td>Experience of fault finding and troubleshooting in a technical environment; including experience of finding innovative solutions to problems</td>
<td>Essential</td>
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<tr>
<td>Experience of working with users and developers to support the changing needs of a large organisation</td>
<td>Essential</td>
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<td>Experience of working with large relational databases</td>
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<td>Experience in the use of standard Microsoft Office software or Google equivalent</td>
<td>Essential</td>
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<td>Experience of delivering training in the use of information systems</td>
<td>Desirable</td>
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<td>Experience of delivering presentations to internal or external audiences</td>
<td>Desirable</td>
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<td>Experience of writing reports, minutes, etc</td>
<td>Desirable</td>
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<td>Experience of testing software</td>
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<td>Experience of working in the UK Higher Education sector</td>
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<td>Experience of the SITS student record system</td>
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<td>Experience developing SITS/e:Vision applications</td>
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<td>Experience of working closely with colleagues in a small project-focussed team</td>
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#### Personal attributes

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<tr>
<td>An energetic, professional and thorough approach to work, with an eye for detail</td>
<td>Essential</td>
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<td>A commitment to data quality</td>
<td>Essential</td>
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<td>A commitment to the provision of excellent customer service</td>
<td>Essential</td>
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<tr>
<td>Professional, diplomatic and confident in dealing with a wide range of people and situations</td>
<td>Essential</td>
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<td>Flexible</td>
<td>Essential</td>
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<td>Ability to remain calm under pressure</td>
<td>Essential</td>
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<td>Willingness to comply with holiday restrictions and to work occasional unsocial hours at peak times</td>
<td>Essential</td>
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THE DEPARTMENT

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 and 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 that 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;
- 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...
THE DEPARTMENT

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.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 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 are ranked 16th in the Times & Sunday Times league table (2017). 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 is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
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 hours. 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 6787
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 8 July 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@york.ac.uk

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

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