Student Systems Administrator
Student and Academic Services

Closing date: 24 September 2018
Interview date: to be confirmed
Vacancy reference: 7015
As Student Systems Administrator 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 that integrate with it. 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.

The Student Systems Administrator plays a key role in supporting the core tasks of the Systems ensuring that enquiries received into the team are processed quickly and efficiently, acting as first points of contact for our customers, updating the section’s process and training manuals, assisting with user account creation and maintenance, resolving routine record and data errors and providing administrative support for team members.

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

To provide straightforward administrative and technical support for systems supported by Student Systems.

Key responsibilities

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

- To act as first point of contact for general enquiries received by the Student Systems team, by telephone and through an electronic helpdesk facility, resolving basic requests and referring the more complex as appropriate
- To produce weekly and monthly summaries of enquiries received through the electronic helpdesk facility, ensuring promptness of responses throughout the team
- Create and maintain system user accounts in accordance with approved security protocols
- Resolve routine data and system interface errors to ensure the accuracy of user accounts and minimise the duplication of records
- Perform a series of specified daily system checks to ensure the smooth running of the system
- Assist the Senior Systems Analysts with the creation of standardised letters and reports from the SITS student records system
- Report routine system errors to software suppliers and monitoring resolution
- Provide administrative support to the team in coordinating the application and testing of software fixes and upgrades
- Maintain an accurate log of requests for system changes and provide administrative support for change management meetings
- Update the section’s procedural and training manual, including updating the section’s web pages.
- Assist the Student Systems Manager and External Returns Officers with the organisation and delivery of in-house training courses
- Provide administrative support for project meetings as specified by the Head of Student Systems or Deputy Academic Registrar and Director of Student Services
## PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>A general education to include 5 GCSE passes at Grade C or above, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
<th>Essential</th>
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<tr>
<td>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation</td>
<td>Essential</td>
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| Knowledge of all MS office applications particularly Word, Excel, Access, PowerPoint and on-line media | Essential               |

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<th>Skills, abilities and competencies</th>
<th>Essential</th>
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<tr>
<td>IT skills with the ability to use Microsoft Office particularly Word, Excel, Access, PowerPoint and the ability to create &amp; maintain a web page(s) and on-line media</td>
<td>Essential</td>
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| Ability to communicate effectively in orally and in writing and with a wide range of people | Essential               |

| Competent in the design and production of a range of information and promotional documentation and literature | Essential               |

| Ability to effectively organise and prioritise own work and follow procedures in order to produce work to a high standard to required deadlines | Essential               |

| Ability to make efficient and effective use of standard office computer systems | Essential               |

| Ability to solve basic problems by following set procedures                  | Essential               |

| Ability to gather and process information and generate accurate data on request | Essential               |

<p>| Ability to use initiative to resolve problems                                 | Desirable               |</p>
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<th>Experience</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of working in an administrative role in a busy office within a large complex organisation</td>
<td>Essential</td>
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<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
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<td>Experience of organising events &amp; meetings</td>
<td>Essential</td>
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<td>Experience of providing an excellent standard of customer service</td>
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<td>Experience of user account management</td>
<td>Desirable</td>
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<td>Experience of the SITS Student Record system</td>
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<td>Experience of liaising with software suppliers</td>
<td>Desirable</td>
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<td>Experience of working in a IT Support role</td>
<td>Desirable</td>
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<td>Personal attributes</td>
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<td>Able to work flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
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<td>Able to adapt well to change and service improvements</td>
<td>Essential</td>
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<td>Ability to work to tight deadlines</td>
<td>Essential</td>
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<tr>
<td>Ability to work effectively as part of a team</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 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 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 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 7015
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 24 September 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

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

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