Student Systems Analyst

Department: Student and Academic Services

Hours of work: Full-Time / 37 hours a week

Contract type: Open

Salary: £27,131 - £33,314 a year / Grade 5
Main purpose of the role

The Student Systems team is responsible for the development, management, and maintenance of our student record system (SITS) and its integrations with other business 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. This role will:

Help ensure the smooth running and development SITS and other applications and services provided by the Student Systems team within Student and Academic Services.

Provide support for existing applications and services and their users, assisting with upgrades and system testing, investigating new functionality, analysing problems and identifying appropriate action.

Support Senior Student System Analysts and system users in identifying areas for improvement and support the development of new functionality.

Key responsibilities

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

1. Role Specific Responsibilities

- Provide system support for existing applications including the student records system (SITS) and its web interface (e:vision).
- Provide support to application users, understanding their needs and providing clear and accurate information on how to resolve their queries.
- Contribute or lead systems developments. Including analysis, process mapping, design, implementation, testing, and maintenance of these developments.
- Design, develop and maintain management and operational information reports using appropriate tools, including SQL driven HTML, Business Objects and/or Tableau.
- Work collaboratively with others to identify solutions to issues and business processes including through participation in specific projects.
- Assist with analysis of the use of existing systems in consultation with colleagues in Student and Academic Services, academic departments and other professional services to identify areas of improvement.
- Assist with the on-going technical support and maintenance of the interfaces between internal and external systems.
- Oversee and contribute to the production of relevant service information and process documentation and ensure that it is disseminated and updated as required.
- Work collaboratively and be able to provide cover for other members of the team as circumstances (including sickness and holiday cover) require.

2. University of York Responsibilities for Grade 5

Service and Operational Delivery

- Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
- Deliver services to standards set by others, using initiative and independent action to meet service needs.
- Manage the resolution of escalated issues or queries where the answer requires consideration and
application of judgement.
● Where appropriate, solicit customer views on the nature and quality of the service provided.
● Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
● Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement
● Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
● Contribute to and/or initiate the development and improvement of methods of service delivery.
● Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
● Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution
● Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
● Carry out investigations, searches and research information and data to identify trends and patterns.
● Analyse data and statistics and provide reports for higher level decision makers.
● Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication
● Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
● Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
● Engage with external peers and specialists to exchange knowledge and information.
● Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
● Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight
● Implement and monitor recognised procedures to ensure compliance.
● Provide training to team members on procedure e.g. data handling and recording.
● Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and Organisation
● Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
● Contribute to longer term plans/programmes of work.
● Plan and organise small scale projects.
## Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<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 in the support and development of information systems to improve user/customer experience</td>
<td>Essential</td>
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<td>Ability to write HTML and SQL</td>
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<td>Experience of working with large relational databases and reporting tools</td>
<td>Essential</td>
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<td>Ability to write clearly and succinctly, and to maintain documentation for a variety of audiences, including user and technical documentation</td>
<td>Essential</td>
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<td>Able to review procedures and processes, ensuring they are fit for purpose and maximise efficiency; make recommendations for improvements as identified and implement agreed changes</td>
<td>Essential</td>
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<td>Ability to work under pressure and on own initiative and to demonstrate flexibility and innovation in adapting to changing needs</td>
<td>Essential</td>
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<tr>
<td>Knowledge of the SITS student record system / working with a Student Records System</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 5

#### Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

#### Skills - demonstrates the ability to:

- Manage small-scale projects | Essential |
- Gather, analyse, interpret and report data/information | Essential |
- Use digital technologies including Google applications and/or Microsoft Office | Essential |
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential |

#### Behaviours:

- Works collaboratively with others | Essential |
- Delivers a quality service | Essential |
- Develops self and others | Essential |
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<th>Task</th>
<th>Requirement</th>
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<tr>
<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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