Student Systems Senior Systems Analyst

Department: Student and Academic Services
Hours of work: Full time | 37 hours a week
Contract type: Open
Salary: £34,308 - £42,155 per year
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. The role will:

Ensure the smooth running and development of services provided by the Student Systems team within Student and Academic Services. This includes upgrades and system testing, investigation of new functionality, problem analysis and liaison with external suppliers as appropriate

Provide operational support to users of Student Systems services

Work with key stakeholders to develop solutions to administrative processes for staff and students. This will include evaluating, designing, and building appropriate solutions, choosing between developing in-house, enhancing existing solutions, customising applications, or procuring solutions from new or existing suppliers.

Gather and document user requirements, produce functional and technical specifications, and act as technical and project lead in developing and implementing new functionality.

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

Key responsibilities

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

1. Role Specific Responsibilities

- 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 to improve end-user experience, reduce duplication in administrative processes, and give due consideration to the ongoing maintenance/support requirement for business as usual operation
- Provide technical support for existing 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
- Design and develop operational and management information reports using appropriate tools
- 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
● Keep up-to-date with current technology and innovations with a view to enhancing and improving existing systems, or introducing new systems.
● Engage with appropriate external networks and liaise with external contacts to represent and report on work issues or to contribute to collaborative initiative, projects or events
● 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 6

Service and Operational Delivery
● Oversee a responsive and proactive support service to ensure service expectations are met.
● Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
● Contribute to operational leadership teams and decision making to shape the nature and level of support services.
● Implement changes to the design and development of a service.
● Accountable for delivery of a service within a defined area or defined responsibilities.
● Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
● Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis
● 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
● Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
● Ensure the review and improvement of systems and procedures in line with University frameworks.
● Review internal and external practice to identify opportunities for future improvements or efficiencies.
● Apply expertise to identify, understand and propose resolutions for issues or problems.
● Proactively identify opportunities for building personal knowledge and skills for self and others.
● Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution
● Provide advice to stakeholders in relation to complex policies, procedures and regulations.
● Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
● Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
● Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
● Deliver training, teaching and/or development delivery for stakeholders.
Collaboration and Communication

● Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
● Build relationships and networks internally and externally to build and update knowledge and skills.
● Use a range of digital media and tools to communicate with a diverse range of key stakeholders.

Governance and Oversight

● Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
● Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
● Contribute to the creation or development of policy and procedures to take account of internal and external changes.
● Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation

● Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.
● Plan and manage longer term programmes of work, monitoring progress as required.
● Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.
## Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detailed knowledge of software development methodologies and practices</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge of project management methodologies and principles</td>
<td>Essential</td>
</tr>
<tr>
<td>Proven ability to work to tight deadlines on multiple objectives whilst maintaining operational effectiveness of the service</td>
<td>Essential</td>
</tr>
<tr>
<td>Proven ability to research, design and build successful quality solutions to address complicated business problems and issues</td>
<td>Essential</td>
</tr>
<tr>
<td>Strong analytical and technical problem-solving skills and attention to detail</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to think creatively and develop innovative technical solutions to unusual problems</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to write HTML, SQL and JavaScript</td>
<td>Essential</td>
</tr>
<tr>
<td>Understanding of relational database fundamentals and the ability to write complex queries</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience writing and deploying operational and management information reports</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to understand complex technical/specialist information in order to convey this 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>
</tr>
<tr>
<td>Ability to work cooperatively with colleagues with differing knowledge and skills</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge of Oracle PL/SQL</td>
<td>Desirable</td>
</tr>
<tr>
<td>Knowledge of SITS/e:vision development tools such as tasking, vistas, and process manager</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience developing a Student Record system / application</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

### University of York Person Specification for Grade 6

#### 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:

Lead projects
<table>
<thead>
<tr>
<th>Skill</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gather, analyse, interpret and report complex data/information</td>
<td></td>
</tr>
<tr>
<td>Use digital technologies including Google applications and/or Microsoft Office</td>
<td></td>
</tr>
<tr>
<td>Communicate effectively in verbal and written formats, including the use of a variety of digital tools</td>
<td></td>
</tr>
</tbody>
</table>

**Behaviours:**

<table>
<thead>
<tr>
<th>Behaviour</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Works collaboratively with others</td>
<td></td>
</tr>
<tr>
<td>Delivers a quality service</td>
<td></td>
</tr>
<tr>
<td>Develops self and others</td>
<td></td>
</tr>
<tr>
<td>Actively champions respect, inclusivity, equality and diversity</td>
<td></td>
</tr>
<tr>
<td>Identifies and implements continuous improvement</td>
<td></td>
</tr>
</tbody>
</table>