Senior Systems Analyst

Department: Student Services
Hours of work: Full Time - 37 hours per week
Contract type: Open Contract
Salary: £32,817 - £40,322
**Introduction**

Student Services work to enable an excellent experience for students during their time at the University of York. We provide information, advice, guidance and support to students and work with from their enrolment through to their graduation. We also provide advice and guidance to colleagues across the University who rely on our expertise and processes to support the student lifecycle. The work of the Service is important in ensuring that the University meets a number of statutory compliance duties.

We are committed to excellence and work in a collaborative and fast-moving environment. We expect staff to work flexibly and to work across teams and specialisms as they develop a rewarding career in Higher Education. In this role you will work independently and in partnership with colleagues across the University to provide administrative systems and services that support the student journey at York.

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 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.

This is an exciting opportunity to heavily involved with a team that is responsible for 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.

If you are a highly motivated and enthusiastic individual, 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 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 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)

- 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.
- 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.
- Prepare technical documentation and other material to support users in the use of applications/services.
- 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.
- Produce written reports, briefings and presentations for senior members of the University, central support staff and academic departments, as required.
- Where appropriate, delegate to others, ensuring work is completed to required standards and timescales.
- 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.
- Keep up-to-date with current technology and innovations with a view to enhancing and improving existing systems, or introducing new systems.
Monitor and maintain awareness of HE agendas and developments nationally especially with regard to impact on area of responsibility, and disseminate best practice and promote innovations in data quality

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

Supervise a small team of administrative staff: ie, allocate work and ensure that tasks are completed to objectives, quality and timeliness

Motivate develop and encourage the commitment to high performance in others

Work collaboratively and be able to provide cover for other members of the management team as circumstances (including sickness and holiday cover) require.

Support the wider Student Services Team with their activities as required

Represent the Section within and beyond the University, and deputise for head of section as required

Undertake other duties commensurate with the grade of the post, as allocated by the line manager following consultation with the post holder
# Person specification

## Qualifications

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

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

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<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Essential</td>
<td>Ability to develop software using HTML, SQL, XML, and JavaScript</td>
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<tr>
<td>Essential</td>
<td>Ability to write complex SQL and understand relational database schemas</td>
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<tr>
<td>Essential</td>
<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>
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<td>Essential</td>
<td>Ability to work cooperatively with colleagues with differing knowledge and skills</td>
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<td>Essential</td>
<td>Ability to think creatively and develop innovative technical solutions to unusual problems</td>
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<tr>
<td>Essential</td>
<td>Strong analytical and technical problem-solving skills and attention to detail</td>
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<tr>
<td>Desirable</td>
<td>Ability to develop software using the SITS and e:vision development tools</td>
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## Experience

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<tr>
<td>Essential</td>
<td>Experience working with a large relational database</td>
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<td>Essential</td>
<td>Experience writing and deploying management information reports</td>
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<tr>
<td>Essential</td>
<td>Experience leading a software development project through all phases form initial analysis to live deployment</td>
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Proven ability to design and build successful quality solutions to address complicated business problems and issues | Essential  
---|---
Experience developing a Student Record system / application | Desirable  
Experience of working closely with colleagues in a small project focussed team | Desirable  
**Personal attributes**  
An energetic, professional and thorough approach to work, with an eye for detail and a positive attitude | Essential  
A commitment to data quality and the accuracy of data management | Essential  
Personal credibility and integrity | Essential  
Encouraging towards innovation and development | Essential  
A commitment to the provision of excellent customer service | Essential  
A proactive approach and the ability to use initiative in problem solving and developing service opportunities | Essential  
Highly motivated, able to learn quickly and work independently or as part of a team | Essential  
Professional, diplomatic and confident in dealing with a wide range of people and situations | Essential  
Sensitivity and empathy with users, colleagues and staff | Essential  
Ability to remain calm under pressure and work to tight deadlines | Essential  
Commitment to organisational values | Essential