

System Analyst



Role Description

GRADE

Grade 4

LOCATION

Sighthill, Merchiston,
Craiglockhart Edinburgh

LINE MANAGER

Academic & Student
Lifecycle Manager

Role Summary

The Systems Analyst will be part of a team, helping to achieve our strategic ambitions by delivering high quality customer focused solutions, improved services to staff and students across the University and to support the delivery of our standard functional operations and project deliverables. This post will support the maintenance and development of some of the university's core student systems which underpin the business processes associated with the student lifecycle from application to graduation.

The role will primarily support the Senior System Analysts and lead on certain aspects of the day-to-day management of the Student Records systems (Tribal SITS preferably) Client Relationship Management (MS Dynamics) or Timetabling (TechnologyOne) would be advantageous.

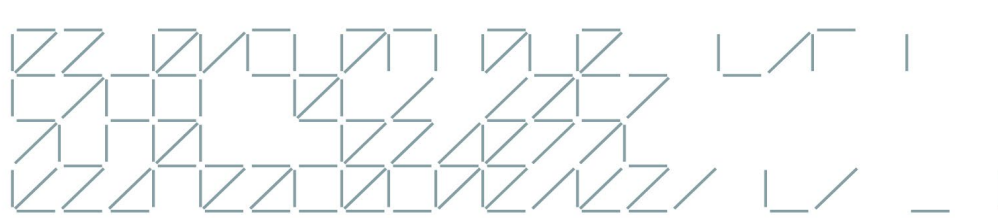
This post will assist in maintaining the quality of data in the student systems managed by the team ensuring that our systems and data comply with statutory, legislative, and regulatory policies.

Line Management Responsibility for:

This role does not have any line management responsibilities currently.

Main Duties and Responsibilities

- Manage the systems helpdesk function, ensuring calls are dealt with in a timely, proficient manner. This will include regular reporting and analysis and translation of calls into training requirements. Respond to first line calls, whilst continuously learning to respond to more complex calls.
- Manage System documentation function to ensure process, development and system documentation is developed and maintained according to the agreed framework and governance.
- Co-ordinate the development of the Helpdesk and related Helpdesk reporting function.
- Perform certain Systems Administration tasks including: managing and reporting new courses: check accuracy of new courses, liaise with stakeholders where required, manage stakeholder communication.
- Perform data quality checks as required at various stages of the academic calendar year.
- Manage the team's intranet web pages:
 - manage content of intranet pages to ensure continued accuracy
 - search intranet for Systems data to report inaccuracies to ASL team and users
 - perform regular reviews
- Perform other functions in conjunction with the rest of the team:
 - admin support
 - support management of the test environment
 - assist with delivering of training
 - assist in putting together monthly reporting
 - support team communication ensuring consistency and accuracy of communications e.g. bulletin board updates, ad-hoc communications, business operational communications
- To contribute to the overall development of the team by:
 - working in partnership with users to provide information and advice on systems functions
 - attending and contributing fully to team meetings and events
 - contributing to the operational planning and development of Systems
 - working as part of a team to ensure that workloads are coordinated, and deadlines are met
 - participating in committees, working groups and project teams as appropriate
- Support project work undertaken by the team as required.
- Promote collaborative working within the team and across Information Services to help deliver projects and to develop and improve operational processes and procedures.
- Participate fully as a member of the Academic & Student Lifecycle Services Team, ensuring strong links and good working relationships to ensure that workloads are coordinated, and deadlines are met.
- Support the aims, philosophies, and key objectives of Information Services, and to fully uphold the University code of conduct in terms of values and behaviours.



- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy.
- Proficient working with sensitive and confidential information within the frameworks of the Data Role model the University's values & behaviours.
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

PERSON SPECIFICATION

ESSENTIAL DESIRABLE

Education / Qualifications

- | | | |
|---|---|---|
| • HND or equivalent in a business, IT or administrative subject, or relevant work experience. | ✓ | |
| • Degree in related discipline, for example in computing, IT and/or business systems. | | ✓ |

Skills / Experience

- | | | |
|--|---|---|
| • Experience of managing data integrity and quality in a software system in a structured and disciplined way. | ✓ | |
| • Experience of the provision of services in a demanding user-focused environment. | ✓ | |
| • Experience of working with SITS or a similar student record system. | ✓ | |
| • Excellent customer services experience, i.e. providing front line support and guidance to customers (helpdesk). | ✓ | |
| • Knowledge and understanding of the academic and administrative functions of a modern university. | ✓ | |
| • Excellent interpersonal and communication skills, with the ability to work collaboratively with other departments and build relationships with stakeholders. | ✓ | |
| • Ability to work flexibly and, at times under pressure, to meet deadlines and changing priorities. | ✓ | |
| • Experience of developing quality procedures and processes. | ✓ | |
| • Ability to show initiative and creativity. | ✓ | |
| • Experience of Scientia, Syllabus Plus or a similar timetabling system. | | ✓ |