

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** Finance Business Systems Administrator

**Salary:** £33,653 – 41,329

**Grade:** 4

**Hours per week/FTE** 35 HPW/1FTE

**Location:** 272 High Holborn, London/Granary Square, Kings Cross London

**Accountable to:** Kinetic Project Manager/Systems Administrator

**Section:** Finance

**Purpose of Job:** Working as part of the Finance Business Systems team this role will provide a customer-focused service providing 1<sup>st</sup> and 2<sup>nd</sup> level support to users of the University's Finance Business System applications; Accommodation Services MIS, Kinetic, the Finance MIS, Agresso Business World (ABW) and UAL Short Courses Limited (UALSC) learning management systems, Course Manager and Administrate. To assist with the implementation, testing and documentation of system enhancements and developments across all Finance Business System applications.

### Duties and responsibilities

- To provide first line support to users in a professional manner, ensuring all Finance helpdesk calls for the Finance MIS (ABW), the Accommodation MIS (Kinetics) and UALSC (Course Manager, Administrate) are logged using UAL's service management system (Marval), prioritised and assigned to the appropriate person for resolution.
- Resolve support calls assigned following agreed procedures, documenting all faults and resolutions accurately and systematically to meet standards and ensure all user problems are escalated appropriately and users are informed on progress.
- Monitor Finance Helpdesk calls to identify general system issues and training needs. Communicate to system users' updates, update user training guidance, FAQs and support system users as required. Contribute to the creation of articles and on-going maintenance of the knowledge management system.
- To contribute to the decision making of the team, collaborating with Kx project Manager/System Administrator to share ideas and expertise and to provide guidance and advice to less experienced colleagues.
- Maintain the integrity and business readiness of the Finance Business Systems to include the organisational structure, security, workflow, and reporting requirements ensuring all Finance Business Systems are fit for purpose, escalate issues with Kx Project Manager/System Administrator.
- To ensure third party service providers are given the correct access to progress incidents, ensuring adequate solutions are provided to the business.
- To accept data, media, consumables and other items required for the processing of work and take responsibility for the movement, storage and dispatch of such items as are required, and for other routine functions associated with data management.
- Work with the Finance Business Systems team to ensure all upgrades, service packs and developments are fully tested with satisfactory outcomes prior to being made available in the Live environment. Test results

should be fully documented; failures progressed to resolution with the appropriate supplier. Communicate with stakeholders where appropriate.

- Create training guides on system functionality, exploring new ways of providing digital training to improve efficiency and availability of training locally.
- Ensure compliance with General Data Protection Regulations.

#### **General Duties**

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To make full use of all information and communication technologies in adherence to data protection act to meet the requirements of the role and to promote organisational effectiveness
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities and Diversity Policy and the Staff Charter, promoting equality and diversity in your work
- To undertake continuous personal and professional development, through the effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

#### Key working relationships:

Managers and other staff, and external partners, suppliers etc; with whom regular contact is required

Associate Director of Finance: Systems, Training & Academic Enterprise

Head of Finance Business Systems

Kinetic Project Manager/System Administrator

Kinetic Solutions UAL Account Manager

Local Information Manager for Estates

Finance Business System Team

IT Service Desk

IT Business Services

Accommodation Staff

Finance Staff

UALSC Staff

#### Resources Managed:

Budgets: None

Staff:

Other (e.g. accommodation; equipment):

## Person Specification

Specialist Knowledge/ Qualifications	<p>Professional IT qualification or technical degree or relevant experience.</p> <p>Competent levels of IT skills to enable best use of available information and communication for the post. To include :</p> <ul style="list-style-type: none"> <li>• MS Office; (Word, Excel, PowerPoint, Outlook, internet)</li> <li>• Kinetic Systems (D)</li> <li>• ABW (D)</li> <li>• SITS (D)</li> <li>• Learning Management Systems (D)</li> </ul>
Relevant Experience	<ul style="list-style-type: none"> <li>• General experience of Application Support or IT support in an IT or customer service environment.</li> <li>• Practical experience of developing and maintain technical and procedural documents.</li> <li>• Experience of having worked with student related data within a UK Higher Education Institution (HEI) (D)</li> <li>• Have previous experience and understanding of administrative procedures</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>• Communicates effectively orally, in writing and/or using visual media.</li> <li>• Ability to communicate with people at all levels including the ability to communicate complex technical information to customers with varied levels of technical knowledge and learning styles.</li> </ul>
Planning and Managing resources	<ul style="list-style-type: none"> <li>• Plans, prioritises and organises work to achieve objectives on time and the ability to work with minimal supervision.</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Works collaboratively in a team and where appropriate across or with different professional groups</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Provides a positive and responsive customer service</li> </ul>
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> <li>• Demonstrates a logical, analytical approach to problem solving, interpreting customer requests and resolving problems.</li> </ul>