

JOB DESCRIPTION	
<b>Job Title:</b> Student Systems Support Team Manager	<b>Accountable to:</b> Deputy Head of Student Systems and Records - Operations
<b>Contract Length:</b> Permanent	<b>Hours per week/FTE:</b> 35
<b>Salary:</b> £38,694.00 - £46,423.00	<b>Grade:</b> 5
<b>College/Service:</b> Academic Development and Services	<b>Location:</b> High Holborn
<b>Purpose of Role:</b>  <p>The Student Systems Support Team provide first and second line technical and operational support to users of the University student system (SITS) and assist with administration behind the student life cycle. The Student Systems Support Team Manager is responsible for managing the technical support provided to users of the University student system (SITS) and associated applications.</p> <p>This includes overseeing the correct and efficient use of systems, investigating technical issues and bugs to reach a resolution, and liaising with the vendor to raise software issues. The team are also required to support the testing, training and implementation of enhancements, upgrades and other system developments. This will involve supporting underlying business processes, producing manuals and guides ensuring the highest level of accuracy and compliance with University and External Body processes and regulations.</p>	
<b>Duties and Responsibilities</b>  <b>Support team Management:</b> <ol style="list-style-type: none"> <li>1. Managing the Student Systems Support Team, including responsibility for the recruitment, training and appraisals of the team.</li> <li>2. Manage the delivery of a high quality and customer focussed technical support function for end users and managing resources to support work during peak periods providing a consistent service.</li> <li>3. Managing the use of the call ticketing system (Marval) to review and analyse the performance of the service and make recommendations for enhancements (communication and system) to improve the end user experience.</li> <li>4. Maintaining an overview of developments across the University (using tools such as JIRA) and advising Senior Managers on the potential impact on supported systems and the need for adaptations to ensure that systems continue to meet the needs of the users.</li> <li>5. Working with the Projects and Development team to support release planning activities.</li> <li>6. Provide and oversee on-going system maintenance across all environments including user access, audit logs and the process of arranging data refreshes, software updates and upgrade related tasks.</li> <li>7. Escalating issues to the vendor (Tribal) as well internally within IT service desk and Academic Registry developers to reach a resolution.</li> </ol> <b>Training:</b> <ol style="list-style-type: none"> <li>8. Overseeing the delivery and design of training ensuring comprehensive documentation is maintained in line with on-going development, measuring and analysing effectiveness of sessions and supervising the training delivery schedule to UAL staff.</li> <li>9. Supervise the production and maintenance of procedures, manuals and training guides for use across the University in order to maximise effective use of systems.</li> <li>10. To contribute to the continual improvement and development of business processes to meet changing business needs.</li> <li>11. To develop strong working knowledge of all university programmes and their structure and delivery requirements.</li> </ol> <b>System Maintenance</b>	

1. Delivering and coordinating user acceptance testing and development of the Student Information System (SITS) and associated software including testing of enhancements/fixes, new releases, software updates and upgrades.
2. Overseeing the creating, inputting and maintaining the course file data ensuring compliance with internal and external coding structures
3. Overseeing the process of creating and maintaining user access rights and privileges within the Student Information System (SITS).
4. Responding to data quality issues raised by internal and external stakeholders.

### **General**

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- 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.

- Academic Registry, Academic Registrar, College administrators, Managers, IT service desk, Tribal.

### **Specific Management Responsibilities**

**Budgets:** There is no budget responsibility for this post.

**Staff:** Line management responsibilities.

**Other** (e.g. accommodation; equipment): None

Signed \_\_\_\_\_ Date of last review \_\_\_\_\_  
(Recruiting Manager)

Specialist Knowledge/Qualifications	<p>Knowledge of the Higher Education sector and the student lifecycle.</p> <p>Knowledge and experience using and supporting student records systems (SITS experience is essential).</p> <p>Undergraduate degree or equivalent experience.</p>
Relevant Experience	<p>Experience in system administration in a HE environment.</p> <p>Management experience of a customer focused support function</p> <p>Experience of reporting systems and data quality control processes.</p> <p>Understanding of business processes and operational issues affecting student administration within a University</p>
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Planning and Managing Resources	Plans, prioritises and manages resources effectively to achieve long term objectives
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience or customer service	Contributes to improving or adapting provision to enhance the student experience or customer service
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems