

JOB DESCRIPTION

Job Title: Senior Research and Knowledge Exchange Systems Analyst

Grade: SG8

Department: Information and Library Services / Enterprise Applications

Responsible to: Head of Research and Knowledge Exchange Systems

Responsible for: None

Key Contacts: Greenwich Research and Innovation (GRI)

Standard Occupational Classification (SoC code):

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change.

Efficient, capable and resilient information systems are critical to the University operating as a modern business and effective learning provider. They underpin our organisational strategy, and ability to provide a first-class student experience.

Within that context, the role holder will be part of the team with responsibility for the stable operation and maintenance of the University's research and knowledge exchange (R&KE) systems and solutions; namely Worktribe.

They will be involved in all phases of the triage, response and resolution of support incidents and contribute to the development and enhancement of R&KE systems and solutions within the university.

KEY ACCOUNTABILITIES

Team Specific:

- Under the direction of the Head of R&KE Systems, contribute to the ongoing management and maintenance of systems within the remit of the team, to ensure that a high standard of quality and service is always maintained.

- Contribute to the triage, response and resolution of support incidents in a timely manner, along with creating or updating documentation of any actions taken.
- Undertake operational support activities, as required to ensure the highest availability of systems, through the urgent correction, or escalation to the system supplier, of problems and issues.
- Develop the reporting layer within the R&KE systems to aid the production of management information.
- Plan, support and manage User Acceptance Testing (UAT).
- To supervise and direct members of staff outside the team, in relation to specific projects.
- Manage and support the delivery of upgrades from the R&KE systems suppliers.
- Within the business and/or technical area(s) assigned, working closely with the other ILS teams to plan, schedule, develop, document, and implement changes and/or upgrades through testing into production in a timely and effective manner.
- Work with other technology departments on integrated system support.
- Proactively liaise with key staff within Faculties and Directorates to ensure the systems and services provided by the R&KE Systems team meet the needs of the University.
- Participate in the provision of support and guidance to end-users, in the use and functionality of the University's R&KE systems.
- As required, ensure that the Head of R&KE Systems is kept fully informed of developments.
- Where appropriate, keep ILS Senior Management updated on developments, by means of written reports, meetings or, where appropriate, more informal means.

Generic:

- Be proactive in establishing relationships with Higher Education and supplier groups relevant to the systems supported by the R&KE Systems team.
- Liaise with external agencies and organisations, as appropriate, on the University's behalf.
- Foster relationships and contact networks amongst peers and suppliers across the sector.
- Ensure the effective management of suppliers including, where appropriate, the delivery of managed services, monitoring of contract levels and building of effective supplier relationships.

- Actively seek ways and methods to improve / enhance the customer experience.
- Deliver training sessions, associated documentation/tutorials, and user education on R&KE systems and solutions.
- To be pro-active in promoting the image of Information & Library Services within the University, the wider higher education community and the national and international user communities associated with technical and functional use of our corporate systems.
- From time to time, to participate in specific projects not directly related to the main functions of the post.
- Carry out other duties as may from time to time be reasonably required.

Managing Self:

- Act as a point of authority for the technical work undertaken by, and required of, the R&KE Systems team.
- Proactively lead team, service, and project meetings as necessary.
- Undertake configuration, maintenance and support work as required.
- Ability to work accurately under pressure.
- Demonstrable ability to successfully work as part of a team, as well as autonomously and with initiative where necessary.
- Willing to develop professionally.
- Maintain an up-to-date and authoritative knowledge of new developments in relevant technology and practice, particularly in relation to its application within a Higher Education context.
- Be proactive in creating and utilising relationships and synergy, across Information and Library Services and the wider University.
- Contribute to the development of office processes.
- Conform with departmental policies, procedures, and standards.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

- The post holder will have access to a range of sensitive and key University systems. It is therefore essential that they demonstrate a high level of professional integrity and discretion.
- Attend and participate in user and special interest groups, seminars and conferences as required.
- This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the directorate delivers the required level of service.
- In line with the operational calendar of the University, the post-holder will occasionally be required to schedule and attend to works outside normal working hours. Note: the IT at risk periods are Tuesday and Thursday mornings, between 7am and 9am, which is when deployments involving some risk or downtime are usually scheduled.
- In line with key events in the University calendar there will be an on-call requirement for some evenings and weekends. Hours will be as required to undertake the role, including the scheduling and attendance of works outside normal working hours.
- Inter-site travel will be necessary as will occasional attendance at events outside the University.

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

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KEY PERFORMANCE INDICATORS:

- Produce high quality work, delivered to the agreed timescales, costs and quality standards.
- To contribute positively towards and, with colleagues, be accountable for service level indicators that are defined for the team.
- Projects within the team are delivered on time, budget, scope and quality.

KEY RELATIONSHIPS (Internal & External):

- Greenwich Research and Innovation (GRI)
- Head of R&KE Systems
- Key system users in Faculties and Directorates.

- Other ILS IT teams.
- Matrix responsibility for other ILS staff as part of leading projects
- University, Partner, Network and Collaborative Centre staff and students.
- Colleagues across the sector in related fields.
- Relevant sector networks such as UCISA, JISC, HEA, HEFCE and Janet.
- Software and managed service suppliers (including Worktribe and others).

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Demonstrable high-level experience of complex systems analysis, configuration, maintenance and support, in an enterprise-scale business information systems environment.
- Significant experience of supporting the technical, functional and reporting aspects of Worktribe Research Management and other related systems.
- Experience of error and data interrogation, along with technical integrations, relating to the Worktribe Research Management and other related systems.
- Previous experience of working with a Second Line Support team.
- Experience estimating configuration, maintenance, support and project timelines.
- Significant experience in the use of issue and project tracking systems.
- Delivering training.

Desirable Criteria

- Understanding of the UK Higher Education sector and technology “ecosystem”.
- Experience of procurement processes in relation to the tendering, selection and appointment of software system or managed service

suppliers and consultants.

- Familiarity/Exposure to IT change processes and code control.
- Familiarity with IT release mechanisms.

SKILLS:

Essential Criteria

- Excellent analytical skills including logical thinking and problem solving.
- Ability to translate R&KE system requirements to practical solutions.
- Well organised, self-motivated, and methodical, with an ability to prioritise under pressure and manage a wide and varied workload.
- Ability to plan and manage UAT.
- Ability and willingness to learn new skills quickly.
- Excellent documentation and report writing skills.
- Ability to communicate complex technical information clearly to non-technical staff and students, at all levels, including delivering papers and presentations at meetings.

Desirable Criteria

- N/A

QUALIFICATIONS:

Essential Criteria

- Educated to degree level or equivalent demonstrable experiential learning within a relevant discipline.

Desirable Criteria

- Relevant Postgraduate degree or professional qualification.
- Membership of a relevant professional organisation.
- IT Service Management qualification (ITIL Foundation or equivalent).
- Project Management / Prince 2 certification.

PERSONAL ATTRIBUTES:

Essential Criteria

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A