

JOB DESCRIPTION

Job Title:	Academic Systems Officer	Grade:	SG6
Department:	Service Delivery, Information and Library Services	Date of Job Evaluation:	August 2020
Role reports to:	Academic Systems Team Leader		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:	Other ILS IT teams, PMO		
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:

To be an effective member of the Academic Systems team, responsible for the post implementation support and maintenance for a range of administrative and educational systems. These systems are online collaboration tools, database driven, or learning and teaching focussed and are used by applicants, staff and students. To provide expert operational support and configuration of SharePoint and other Office 365 applications, as well as providing second line support for the student records system, CRM, virtual learning environment, portals and other related systems.

KEY ACCOUNTABILITIES:

Team Specific:

- Provide effective and proactive support and maintenance of development and production systems ensuring, as far as is possible, that a high standard of service is provided and quality maintained.
- Contribute to the development and implementation of systems supported by the Academic Systems Team.
- Work closely with colleagues within other ILS teams to optimise synergy and integration of systems and be proactive in establishing and sustaining working relationships with end users and across ILS as required to do the job effectively.
- Where required, prepare, organise and implement training and support documentation for systems under the control of the Academic Systems team.
- Ensure that the Team Leader is kept fully informed of developments by means of regular written progress reports, regular meetings and where appropriate by informal means.
- Prepare and update documentation on systems, processes and procedures.
- Actively contribute to the continuous improvement of services provided by the team.
- Fully participate in projects as appropriate, including the supervision of small projects.
- Making effective use of the wide variety of communication methods and technologies available

to work effectively within the service, and to liaise more widely as required.

- Providing general administrative support to the Academic Systems Team as required, including notes of meetings as and when required.
- Conform with departmental policies, procedures and standards.
- Be pro-active in promoting the image of information systems within the University and the wider higher education community.

Generic:

- To liaise with external agencies, organisations and suppliers, as appropriate, on the University's behalf.

Managing Self:

- To contribute to the development of office processes.
- Ability to work accurately without supervision.
- To have a willingness to develop professionally.
- Willingness to maintain and develop technical and personal skills in line with the evolving nature of the work.
- Demonstrable ability to successfully work as part of a team but also on ability to work autonomously with initiative where necessary.

Core Requirements:

- Adhere to and promote the University's policies on Equality and Diversity and Information Security.
- Ensure compliance with Health & Safety regulations.
- 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.

Additional Requirements:

- Any other duties as appropriate to the post and grade.
- A willingness to travel to any of the university's sites as necessary.

KEY PERFORMANCE INDICATORS:

- To produce high quality work delivered to the agreed timescales.
- To contribute positively towards, and with colleagues be accountable for, service level indicators which are defined for the team.

KEY RELATIONSHIPS (Internal & External):

- University staff within Faculties and Directorates.
- Colleagues across the sector in related fields.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of delivering operational improvements to SharePoint 365, Teams and other Microsoft 365 applications. • High level of IT/IS experience including exposure to relational databases. • Development, implementation and/or support experience of one or more of the following system areas – Student Records System, CRM, Virtual Learning Environment, and Portal. • Development and delivery of user training for IT systems. • Experience of the provision of second and third line user support. <p>Skills</p> <ul style="list-style-type: none"> • Excellent problem-solving skills. • Well organised, self-motivated, ability to prioritise under pressure and manage a wide and varied workload. • Willingness to maintain and develop technical and personal skills in line with the evolving nature of the work. • Development and delivery of face to face user training. • Good communication skills. • Ability to learn new skills quickly. • Good document/report writing skills. • A good understanding of office procedures and administration including the use of relevant office tools (MS Office, etc.). <p>Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent demonstrable experiential learning within a relevant technical, educational management or business discipline. <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working within an IT service management environment. • Experience of working within a controlled project management environment. <p>Skills</p> <ul style="list-style-type: none"> • Ability to communicate with, and where necessary present to staff at all levels. • Ability to successfully work as part of a team but also to work autonomously with initiative where necessary. <p>Qualifications</p> <ul style="list-style-type: none"> • Postgraduate or professional qualification in a relevant technical or management discipline. <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A