



## JOB DESCRIPTION

<b>Job Title:</b>	SITS Technical Lead
<b>Department:</b>	Application Services
<b>Salary:</b>	<b>£47,263 per annum</b>
<b>Salary Band:</b>	<b>K</b>
<b>Annual Leave:</b>	30 days per annum in addition to Bank Holidays
<b>Term:</b>	Permanent
<b>Hours:</b>	36 hours per week, 52 weeks per year
<b>Reports to:</b>	Director of Application Services

### Overall Role

- **To form a vital part of a project team that will implement a new Student Records System (SRS), which will be critical to the success of the implementation that currently has value of £3.5million**
- **To provide technical leadership for the software development tasks within the SRS implementation project and all other SRS-related projects**
- **To maintain autonomous day-to-day management of the SRS and the data held within it**
- To manage the Student Records work stream within Application Services to ensure that the Registry and other functions have access to a student records system, which meets the need of staff, provides appropriate management and administrative information, provides data for other departments and will allow for automated returns to the appropriate bodies
- To ensure the system provides management information for internal purposes

## Duties

### Management and Communication

- **To understand and relay the importance of the SRS and how it provides data, critical business processes that manage our students and the other systems used in the university; which without the university would not be able to function**
- To lead and manage the work of the Student Records System Developers in the continued development of the Student Records System in line with Registry and University requirements
- To ensure appropriate staff development and training for staff to ensure that they are able to support the required technologies
- To plan the work of the work stream to ensure that departmental priorities are met in a timely manner
- To communicate with Registry to ensure that any deadlines are understood and met
- To develop communication with other departments and schools to ensure that data requirements for other systems are planned and provided for in a timely manner
- **To ensure the operation and strategy of the SRS is effectively managed, by applying experience in understanding the higher education sector and its direction of travel**

### Student Records System

- **To be the technical specialist for the SITS SRS, and manage the transferal of technical skillset to SRS developers**
- To ensure that the Student Records System is fit for purpose and that the technical requirements of the Registry are delivered in a timely manner
- **To be the lead for IT in data cleansing, data migrations and integrations within SRS-related projects**
- **To lead in Student Service Definition and Operations Work stream in SRS-related projects**
- **To be the lead IT liaison point with Registry in SRS-related projects**
- **Defining and assigning work stream strand and work packages for data cleansing, migrations and interfaces in liaison with Project Manager for SRS-related projects**
- To ensure that technical and procedural processes are in place to guarantee data quality and integrity by utilising single sources of truth and streamlining database queries
- To oversee the maintenance and support of the Student Records System, its reporting environment and interfaces

- To have a full understanding of the software architecture and tables underlying the Student Records System
- To have an understanding of the Registry procedures and systems to enable the provision of an appropriate system
- To liaise with software suppliers and the vendor of the Student Records System to ensure its continued development in order to meet the University's needs, participating in user testing as appropriate
- Where provision by the vendor does not meet the University's requirements, to ensure the development of in-house solutions and overseeing the requirements analysis, design, development, ensuring that tasks and projects are adequately scoped, defined and managed
- To ensure appropriate reports for programme administration and management information purposes including ad hoc reports and statistics in an appropriate format and in a timely manner using available reporting tools as required
- To liaise with the Deputy Registrar to ensure that the Registry is automated as far as possible and that full use is made of the software available, including the web interface
- To ensure appropriate documentation for the system and also manuals for users are produced
- Liaison with the Student Records System vendor and attending user groups for the system and any related forums as appropriate to remain abreast of developments in the system and to ensure they are aware of the University's requirements.

### **Returns**

- To liaise with the Deputy Registrar and the Assistant Registrar to aid the undertaking of the returns in a timely manner
- To have an understanding of the changing requirements of the HEFCE (now OfS), TTA and HESA in relation to the returns including some knowledge of the funding model to assist in maximising the University's advantage in the returns
- To ensure that software for undertaking the returns is fit for purpose and that development is provided either through in-house development or through the vendor for changes in the reporting requirements

### **Management Information and Information for other systems**

- To ensure that reports are provided to Registry and other University staff in a timely manner
- To communicate with staff across the University to ensure that information needs are being met
- To discuss with departments their data requirements and plan appropriately in order to ensure the timely provision of information for other systems in the

University in the appropriate format and in the required timescales and automated where possible

- To ensure support for any databases which may be hosted on the Student Records System servers

#### **Other duties**

- To ensure the Student Records System server environments are properly maintained
- To ensure that there are adequate means of backup and that backup procedures are performed as required
- To liaise with Technology Services and Registry to ensure adequate physical and integral security for the servers and also the Student Records System in line with University requirements including GDPR requirements
- To liaise with Application Services colleagues to ensure that the Student Records System is developed in line with University policy
- **Managing technical resource for SRS-related projects**
- **Liaising with testing resource in SRS-related projects**
- To undertake other duties as required by the Director of Application Services

## Person Specification

		Assessed by	
Selection Criteria	Essential (E) Desirable (D)	Application	Interview
<b>Knowledge and Qualifications</b>			
Qualified to or studying for a degree in computing or a related subject, or equivalent work experience.	E	X	
Proficiency in the following areas: <ul style="list-style-type: none"> <li>○ MSSQL Server, including SQL Server Profiler</li> <li>○ T-SQL stored procedures, functions and triggers</li> <li>○ API and web services</li> </ul>	E	X	X
<b>Skills and Abilities</b>			
Experience of one or more of the following systems <ul style="list-style-type: none"> <li>○ Celcat or other timetabling software</li> <li>○ Occam or other student accommodation system</li> <li>○ Microsoft Dynamics or similar CRM system</li> </ul>	E	X	X
Ability to lead a small team and manage staff	E	X	X
Experience of supporting and resolving complex technical application problems	E	X	X
Ability to take the initiative, to build knowledge of systems and support business processes with a minimum of supervision.	E		X
Experience of analysing requirements and delivering application based solutions.	E	X	X
Excellent written and oral communication skills, an ability to produce effective documentation and to engage with technical and non-technical colleagues.	E		X
Ability to work as part of a team, to share knowledge with colleagues and to follow the direction of team managers.	E		X
Ability to work under pressure, to meet deadlines and prioritise workload effectively.	E		X
Good attention to detail and perseverance to complete projects.	E	X	X

Flexibility and ability to pick up new skills and learn new technologies quickly.	<b>E</b>		X
An understanding of the HE or Further Education environment and of the functions involved in student record management.	<b>D</b>	X	X
Ability to manage implementation projects and knowledge of project management procedures	<b>D</b>	X	X
The following IT Skills: <ul style="list-style-type: none"> <li>○ XML</li> <li>○ JQuery</li> <li>○ C#</li> <li>○ .Net</li> <li>○ SSIS</li> <li>○ IIS</li> </ul>	<b>D</b>	X	X

**St Mary's University reserves the right to change and amend this job description/person specification in accordance with the changing requirements of the organisation.**

**The closing date for applications is.**

**Interviews are likely to be held.**