JOB DESCRIPTION

APPLICATION SUPPORT ANALYST & TRAINER

The Application Support Analyst & Trainer is to ensure staff of The Aldenham Foundation are able to efficiently and effectively use all the schools computer systems and applications, thus providing them with the computer skills needed to be effective in the workplace.

The role requires good interpersonal communication skills, both written and verbal, and the ability to encourage the use of learning technologies and management information systems is essential. It is important that the post holder reacts promptly to demands from all areas of The Foundation and has the capability to resolve training issues and/or problems as they arise.

S/he will be responsible to the Head of Technology.

Responsibilities:

MIS (WCBS' PASS, 3SYS, School Portal, API)
- Provide in-house MIS database support, training and liaison to all staff relevant to their needs
- Liaise with the MIS 3rd party software provider (WCBS) with regards to problems, as they arise
- Organise and arrange update meetings
- Encourage the use of the MIS system and implement product features as they become available

Application (End User) Support
- Work closely with the Head of Technology in supporting the roll-out of new end-user applications
  - This includes capturing end-user requirements, testing and delivery.
- Research, analyse and document Application needs and problems
- Liaise with partners (e.g. third party applications/systems providers)

Office 365 / VLE
- Assist with Office 365 / VLE development and deployment of relevant training across The Foundation

Training
- Devise and develop training programs in information and communications technology (ICT) applications appropriate to the skills needed
- Support staff in desktop applications and other company-specific applications as required
- Deliver the new Starter induction procedure

- Ensure that the learning environment and resources support learner needs
- Deliver training programs in both a formal e.g. a classroom or informal e.g. one-to-one setting
- Maintain appropriate levels of technical and procedural documentation
- Liaise with partners (e.g. external course providers)

Support and Service Levels
- Provide high quality 'Customer Focused' support in all areas of The Foundation's computing environment
- Help resolve help desk calls

General
- Continually update skills and knowledge in the latest ICT technologies to ensure that The Foundation maintains the level of 'early adopter'
- Carry out training needs analysis as required
- Liaise with the IT Support team and respond to written and verbal user questions
- Adhere to appropriate departmental procedures and practices
- Any other duties as required

Personal skills:
- Have a good level communication and interpersonal skills
- Be able to explain technical issues clearly to staff who are not technically minded
- Have a good eye for detail
- Be a team player
- Be a completer-finisher
- Be flexible and approachable
- Be able to work well to tight deadlines and under pressure
- Be sympathetic to The Foundation's mission and its wider educational and business needs

Skills and knowledge:
- Required
  - Good working knowledge of SQL Query Language & Relational Databases
  - Excellent working knowledge of Microsoft Office and Desktop applications, to include Windows 10, Word, Excel, PowerPoint and Outlook
  - Good ICT skills; hardware knowledge and be familiar with the full range of Microsoft/Apple product range

- Desirable
  - Working Knowledge of MIS (WCBS' PASS & 3SYS) and WCBS' Report Builder.
  - Software/Systems Integration
  - Microsoft 365, including SharePoint, Teams, Forms & OneNote

Hours of work:
8.30am – 5.30pm during Aldenham term time (34 weeks)
9.00am – 5.00pm during school holidays, as required (4 weeks)
Currently this post is for 38 weeks a year.
Band 5 / Spine E

The Application Support Analyst & Trainer will commit to working outside school hours to meet deadlines or resolve unexpected problems. Other benefits including private health care and school fee remission may be available.

The Foundation is committed to the protection and safety of children and young people and all successful applicants will undergo child protection screening.