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**JOB DESCRIPTION**

**TAMESIDE COLLEGE**

Job Title: Systems Administrator

Responsible to: Senior Systems Officer

The post holder will: Maintain the data held in a number of internal applications and act as the

first point of contact for college staff

Grade: 5/6

**Key Responsibilities**

Provide support for college staff on all applications supported by the MIS department to include ProSolution, ProMonitor, ProAchieve, Smart Assessor, 4CAST including data maintenance/ cleansing and user account management.

Assist in the development of the college’s business systems.

Assist in the maintenance and development of data collection/analysis systems, including outputs and updating reference data in core applications.

Promote the use of the relevant software systems and provide staff training in the use of college applications.

Create and maintain appropriate documentation relating to reports and processes.

Undertake projects as directed by the Senior Systems Officer/Head of MIS.

Liaise with other departments, both Curriculum and Support, to ensure that processes for data collection and reporting are optimised.

Provide excellent customer service in liaison with all customers of the department and partner organisations.

Assist in the development and roll out of a MIS helpdesk to improve the service of the MIS team and tracking of jobs.

Keep up to date with new and emerging technology to use to the benefit of the college and be responsible for personal professional development

**General**

Work flexibly as part of the MIS Department, including supporting its examination and enrolment

function when required.

To work in accordance with the Data Protection Act and to ensure that all data protection concerns are reported to the College Data Protection Officer.

Promotion of the College’s Learner first ethos, ensuring that the learner experience is uppermost in

any actions that are taken.

Observe and comply with the financial regulations of the College at all times.

Proactively take part in the College Appraisal process and appraise any staff they are responsible for.

Take reasonable care to safeguard their own safety and that of others with whom they work.

Cooperate with designated officers named by the Governors and/or the Principal and any other

designated manager to enable the College to comply with its obligations under Health and Safety

legislation.

Ensure that the College policies on Equal Opportunities and Health and Safety are fully

implemented.

Have responsibility for promoting and safeguarding the welfare of children and young persons that

you are responsible for, or come in to contact with.

To ensure commitment to customer care at all times.

Owing to the nature of the work of the College, you may be required to work in the evenings or

weekends.

Undertake such other duties as may be reasonably required by the Principal commensurate with the

grade of the post.

PERSON SPECIFICATION

**Post:** Systems Administrator

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|  | Essential Criteria | How Evidenced |
| 1 | Level 4 or higher qualification or equivalent in an IT related subject | Application Form/Certificate |
| 2 | Previous experience working with computer database systems, business systems development and reporting | Application Form/Interview |
| 3 | Be able to quickly understand meet user and business requirements and provide solutions clearly | Application Form/Interview |
| 4 | Have excellent communication skills, with an ability to relate effectively to a wide range of people | Application Form/Interview |
| 5 | Possess excellent organisational skills with an ability to think ahead, prioritise and organise work to ensure all deadlines are met | Application Form/Interview |
| 6 | Be able to work under pressure whilst maintaining a high level of accuracy | Application Form/Interview |
| 7 | Demonstrate a positive attitude and an aptitude for problem-solving | Application Form/Interview |
| 8 | Demonstrate a commitment to the continuous improvement of existing processes and keep up-to-date with new software developments | Application Form/Interview |
| 9 | Be flexible and adaptable to change within a busy team environment | Application Form/Interview |
| 10 | Previous experience of working with confidential and/or sensitive data, and of working within the requirements of data protection legislation | Application Form/Interview |
| 11 | Be prepared to undertake relevant training and development activities | Application Form/Interview |
| 12 | Be committed to Equal Opportunities, Customer Care and Quality Assurance | Application Form/Interview |
| 13 | A commitment to safeguarding and the promotion of the welfare of children and vulnerable adults | Application Form/Interview |
|  | Desirable Criteria | How Evidenced |
| 1 | Previous experience of working with MS SQL Server including views, functions and stored procedures | Application Form/Interview |
| 2 | Experience of using SQL Reporting Services (SSRS) | Application Form/Interview |
| 3 | Advanced Excel (e.g. Pivot tables / lookups etc) | Application Form/Interview |
| 4 | Experience of working within an MIS department in the FE sector | Application Form/Interview |