

JOB DESCRIPTION

TITLE: MIS Helpdesk Analyst

GRADE: Scale 5

RESPONSIBLE TO: Systems & Reporting Manager

PURPOSE OF JOB:

- To manage the incoming cases on the Group wide MIS Helpdesk, responding to or forwarding calls as appropriate.

MAIN TASKS AND RESPONSIBILITIES:

1. In common with all other staff:

- 1.1 To support the College's mission, vision, values and strategic objectives.
- 1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.
- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external activities.
- 1.4 To implement the College's safeguarding policies and practices.
- 1.5 To implement your health and safety responsibility in line with the College's Health and Safety policy.
- 1.6 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
- 1.7 To ensure that data is handled in line with the General Data Protection Regulations.

2. In common with all other staff:

- 2.1 To participate in College-wide projects and tasks.
- 2.2 To work in other support services areas to meet the specific needs of workload peaks.
- 2.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This may/will require working in other campuses of the College.

3. Particular to the Post:

- 3.1 To monitor the MIS helpdesk ensuring that all calls are logged, referred and resolved within agreed timescales.
- 3.2 Working with the wider MIS and Exams teams, to contribute to the helpdesk Knowledge Base articles as a central repository of process documentation, 'how to' guides and information, and manage internal documentation and version control.
- 3.3 To work with the Systems and Reporting Team to support the testing and accuracy checking of reports and data.
- 3.4 To work with managers and staff within the wider Information Services team to proactively suggest improvements to systems and processes to help drive up data quality and the department service standards.
- 3.5 To analyse specific data sets and support users in the interpretation of the data.
- 3.6 To work with staff within the wider Information Services team to help ensure the accurate and timely completion of tasks. This will include, and not be limited to:
 - monitoring and responding to rejected learning agreements
 - processing change requests and enrolments
 - ensuring compliance with the funding rules and Group policies including the retention of appropriate audit evidence
 - clearing ILR, DSAT and FRM issues
 - resolving queries by liaising with curriculum staff and students
- 3.7 Ensure that all work is carried out in adherence to GDPR guidelines to ensure the security of student data.

4. Person Specification:

- 4.1 Experience working within the MIS team of a large FE college.
- 4.2 Experience working with a Student Record system to record information, monitor accuracy and extract information.

- 4.3 Excellent written and verbal communication skills.
- 4.4 Good technical skills including the use of Excel.
- 4.5 A good understanding of databases and the ability and willingness to learn SQL, SSRS, SSIS.
- 4.6 Experience of working as a member of a team and evidence of the ability to work effectively with colleagues.
- 4.7 An understanding of and commitment to Equality and Diversity and safeguarding, and practical ideas for their implementation in this post.
- 4.8 A high-level understanding of Data Protection and its importance within this role.

Additional Information:

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.