

# JOB DESCRIPTION

**POST:** Registry Officer, Systems Support

**REF: REG/**

**DEPARTMENT:** Registry

**GRADE:** 5 with potential progression to 6

**REPORTING TO:** Head of Registry

**SUPERVISORY RESPONSIBILITY:** None

# JOB PURPOSE:

* Provide technical support and guidance for users of the SITS:Vision student records system and assist with the development and implementation of system improvement projects to support the student journey.

# DUTIES AND RESPONSIBILITIES:

Registry at YSJU continues to review and improve its processes and use of systems in response to the changing needs of students, external regulatory bodies and internal staff. Registry staff require a strong focus on customer service, taking ownership of issues and adopting problem-solving techniques to identify solutions and process improvements that will benefit both students and staff – always keeping the quality of the student experience at the centre of what we do.

In this role, your main responsibilities will be to provide technical support for the student records system (Tribal SITS:Vision), and other IT systems within Registry. This will include providing technical advice and support, assisting with system development projects and delivering a schedule of routine system maintenance tasks.

**MAIN TASKS**

1. To provide first line support to users of the SITS:Vision student records system and its web interface (e:Vision), through the effective monitoring of the SITS Support Inbox, liaising with 3rd party suppliers and escalating issues where required.
2. Manage and authorise user access to SITS:Vision, ensuring that users permissions align with their job role, maintaining integrity and security of the system.
3. To support the Systems (SITS) Developer in the design, testing and implementation, of the technical aspect of projects, producing technical specifications and providing support and training to system users.
4. To assist with the development and testing of SITS:Vision system developments using e:Vision portal, Vistas, Process Manager, Tasks, Standard Reports and Letters (SRL), HTML, Javascript and CSS templates.
5. To work closely with colleagues across the University to identify areas for improvement, gathering and documenting requirements, producing agreed functional and technical specifications.
6. To assist with the analysis of business processes with a view to developing web based work flows and tasks for both staff and students.
7. To support the implementation of a schedule of system maintenance checks and data cleansing processes within SITS:Vision.
8. To develop data reports using both SITS SRL functionality and third-party database reporting tools.
9. To work with colleagues across the university, to develop and implement mechanisms to enhance the security and integrity of data in SITS:Vision.
10. To facilitate effective and timely communication with students through the use of SITS:Vision.
11. To prepare technical documentation and user guides for the IT systems used within Registry.
12. To assist with the testing of system upgrades and writing test scripts.
13. To develop, organise and run training sessions for new system developments for potential users.

# Progression to Grade 6

Progression is not an automatic process. The postholder will need to demonstrate that they have attained the necessary knowledge, skills and experience to progress to Grade 6. It is expected that in addition to the above, the postholder will:

1. Lead system development projects, working closely with key stakeholders and data owners in academic and support departments, to ensure that appropriate solutions are developed that improve the experience of the end-user, reduce duplication in administrative processes, and give consideration to ongoing support requirements.
2. Plan, document, schedule and manage project activities. Present project progress reports to relevant steering groups or departmental meetings.
3. Carry out business process analysis and mapping with key stakeholders to identify user requirements for development projects.
4. Produce agreed functional and technical specifications for system developments, ensuring full understanding and interpretation of the user requirements.
5. Use initiative and creativity to design and evaluate suitable solutions, including in-house developments or procuring solutions from external suppliers.
6. Build in-house solutions in e:Vision using Vistas, Process Manager, Task Manager, Standard Reports and Letters (SRL), HTML, JavaScript, CSS and SQL queries. Ensure sufficient testing has been carried out before launching new developments into the Live environment.
7. Work in partnership with technical colleagues in ITS to design, test and implement data integrations between SITS:Vision and other University systems.
8. Investigate, diagnose and resolve complex system wide problems, identifying the extent of impact and liaising with key contacts in other departments to resolve issues efficiently, liaising with software suppliers as required.
9. Coordinate the testing and roll out of system upgrades and updates, collaborating with key contacts in other departments to agree dates and perform testing. Report bugs to the software supplier and investigate new functionality.
10. Build and maintain effective working relationships with other support teams across the University, particularly those that also use SITS:Vision for example Admissions and Finance to ensure a coherent and consistent approach to the use and development of the system.
11. Build ad hoc data reports using both SITS SRL functionality and third-party reporting tools (e.g. MS Access), utilising data from more than one source where necessary to perform the appropriate analysis.
12. Monitor and maintain awareness of HE agendas and developments nationally.
13. Maintain up to date knowledge of technical developments and best practice in relation to the SITS:Vision student records system.

## Plus

* Any other duties as may reasonably be required.
* Ensure that the highest standards of professional performance are maintained.
* Demonstrate a personal commitment to equality, diversity and inclusion and ensure equal opportunities are integral to the work of the department.
* Ensure compliance with relevant legislation and statutory codes of practice, as advised.
* Participate in the arrangements for performance review.
* Ensure that professional skills are regularly updated through participation in training and development activities.
* Ensure all University policies are implemented within the remit of this post.

# HEALTH & SAFETY

Under the Health & Safety at Work Act 1974, whilst at work, members of staff must take reasonable care for their own health and safety and that of any other person who may be affected by their acts or omissions.

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post’s main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

# PERSON SPECIFICATION

**POST TITLE:** Registry Officer, Systems Support

**SCHOOL / DEPARTMENT:** Registry

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

## Education & Training

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:****Essential / Desirable** | **Assessed by:****Application / Interview / Test / Presentation** |
| Education to degree level or other equivalent experience | **Essential** | **Application** |

## Knowledge & Experience

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |

|  |  |  |
| --- | --- | --- |
| Experience of working in an IT systems related role | **Essential** | **Application/****Interview** |
| Experience of fault finding and troubleshooting | **Essential** | **Application/****Interview** |
| Experience of delivering training or presentations to groups of people | **Desirable** | **Application/****Interview** |
| Knowledge of software development methodologies and practices | **Desirable** | **Interview** |
| Experience of understanding and analysing business processes to define requirements for systems development projects | **Essential** | **Application/****Interview** |
| Experience of testing software | **Desirable** | **Interview** |
| Knowledge of SITS and e:Vision development tools such as Tasking, Vistas, Process Manager, SRLs | **Desirable** | **Application/****Interview** |
| Experience of using HTML  | **Essential** | **Application/****Interview** |
| Knowledge of at least one programming or web development language | **Desirable** | **Application/****Interview** |
| Experience of using Microsoft Access | **Desirable** | **Application/****Interview** |
| Knowledge of SQL or other database query languages | **Desirable** | **Application/Interview** |
| Knowledge of XML  | **Desirable** | **Application/****Interview** |
| Experience of working with large relational databases | **Essential** | **Application/****Interview** |
| Advanced IT skills in word processing, databases and spreadsheets to non-technical audiences  | **Essential** | **Application/****Interview** |
| Knowledge of business processes related to the student journey within a higher education institution | **Desirable** | **Application/****Interview** |
| Knowledge of the regulatory environment within which the higher education sector operates | **Desirable** | **Application/****Interview** |
| Experience of supporting service users / customers | **Essential** | **Application/****Interview** |
| Experience of working in higher education and / or with sector-related bodies | **Desirable** | **Application/****Interview** |

## Skills & Attributes

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |

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| Excellent organisational skills | **Essential** | **Application/****Interview** |
| Excellent written and oral communication skills, in particular the ability to communicate technical information | **Essential** | **Application/****Interview** |
| Ability to write and maintain documentation for a variety of audiences including user and technical documentation. | **Essential** | **Application/****Interview** |
| Good analytical and problem-solving skills with attention to detailAbility to quickly gain a working knowledge of new concepts and technologies | **Essential****Essential** | **Application/****Interview****Application/****Interview** |
| Ability to work effectively as part of a team and on an individual basis as required | **Essential** | **Application/****Interview** |
| Ability and willingness to undertake independent research and training to improve systems knowledge. | **Essential** | **Application/****Interview** |
| Proactive in seeking continual improvement of work processes | **Essential** | **Application/****Interview** |
| Professional, diplomatic and confident in dealing with a wide range of people and situations | **Essential** | **Interview** |
| Strong commitment to equality and diversity in the workplace. | **Essential** | **Application/****Interview** |

## The Leading in York St John Framework

YSJ is my University, I choose to be here, and I show my commitment by contributing to its long-term success. This Framework is used in our Recruitment & Performance Development Reviews, please take these into consideration when making your application and in your role.

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| --- | --- |
| **Self-Assured**  | I take personal responsibility. If not me, then who? If not now, then when? |
| **Agile** | I am proactive, creative and responsive in testing solutions. I continuously adapt my Approach. |
| **Socially Aware** | I contribute my knowledge, skills and time to the broader University community. |
| **Tenacious** | I confidently and passionately contribute my ideas and support others to do the same. |
| **Open-Minded** | I communicate with empathy and positivity, without prejudice. |