Candidate Information

Position: Business Support Officer
School/Department: Academic and Student Affairs
Reference: 18/106819
Closing Date: Monday 8 October 2018
Salary: £24,028 - £27,831 per annum (potential to progress to £29,514 per annum through sustained exceptional contribution)
Anticipated Interview Date: Tuesday 23 October 2018

JOB PURPOSE:

The Business Support Officer will work closely with the Business Systems Lead and Business Support Analysts to maintain and support Oracle Campus Solutions to support the activities that underpin the core business processes of Admissions, Student Registry Services, Student Finance, Schools and Colleges.

Working as part of a team, the postholder will contribute to supporting core business activities by providing support for systems configuration, testing, rollover activities, issue resolution, request fulfilment, problem management, project support, documentation and testing.

The department will be run based on ITIL principles.

MAJOR DUTIES:

1. Provide assistance to the Business Support Analysts in troubleshooting complex system and data issues to resolution.
2. Working closely with the Business Support Analysts, carry out testing of all new maintenance packs (bundles), new functionality, patches, minor enhancements and system upgrades.
3. Perform data analysis using MS Access /Excel to investigate or quantify magnitude of an issue.
4. Assist in ensuring the integrity and quality of system data through data analysis and troubleshooting, and by responding to data queries, data changes and reporting.
5. Assist in the delivery of annual system rollover tasks, e.g. student fee rollovers, scholarships, financial aid rollover, new term configuration, new programme/course setup, financial aid rollover.
6. Working closely with the Business Support Analysts and the Business Sytems Lead to analyse business requirements resulting from a support call, new or statutory changes, or any identified system bugs.
7. Provide advice and assistance on the operational aspects of Oracle Campus Solutions to the relevant user groups.
8. Maintain SharePoint self-service logs - manage access to logs and general maintenance of logs.
9. As part of continuous service improvement initiatives monitor business processes and procedures ensuring their effectiveness and take necessary steps to update and improve.
10. Work co-operatively with team members and colleagues, contributing positively and constructively to the achievement of team and division goals.
11. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Business System Lead.

Planning and Organising:
1. Prioritise own work within a general schedule and may allocate work to other staff on a daily and weekly basis to meet deadlines or work unit/customer demands and appropriate standards.
2. Some forward planning for days or weeks ahead regarding upcoming events and meeting requirements within the project team.

Resource Management Responsibilities:
1. May oversee/assign the work of others to provide a service or perform a work process, allocating work and supervising staff, to ensure the work runs smoothly and to standard.

Internal and External Relationships:
1. Daily contact with Supervisor, work colleagues and University staff. Some contact with other University offices, students and service providers.
2. May involve liaising with staff outside the University.

ESSENTIAL CRITERIA:
1. Academic and/or vocational qualifications, i.e. NVQ Level 3, A levels (or equivalent).
2. 4 years relevant experience, to include analysis of information and preparation of resulting documentation.
3. 2 years proven hands-on experience of Oracle Campus Solutions and the ability to interrogate system information to help resolve end user queries/issues.
4. Excellent IT skills including experience of Office software (word-processing, spreadsheets, pivot tables, databases, email, web etc).
5. Experience of dealing with e-mail and internet.
6. IT literacy and up to date knowledge of relevant computer packages and information systems.
7. Keyboard skills
8. Good oral and written communication skills.
9. Ability to work as part of a team.
   Organisational and time management skills and ability to plan and organise short term activities and events.
10. Flexible, willing to adapt to new tasks and duties

DESIRABLE CRITERIA:
1. Degree or postgraduate qualification with significant IT/ Computing element.
2. Committee Servicing and report writing experience.
3. Experience in working with Qsis.