



## Candidate Information

<b>Position:</b>	Business Support Officer
<b>School/Department:</b>	Academic and Student Affairs
<b>Reference:</b>	19/107852
<b>Closing Date:</b>	Tuesday 1 October 2019
<b>Salary:</b>	£24,461 to £28,331 per annum
<b>Anticipated Interview Date:</b>	Tuesday 22 October 2019

### JOB PURPOSE:

The Student Information System (Qsis - Oracle Campus Solutions) Qsis Support Officer will work in close liaison with the Qsis Support Analysts to maintain and support Qsis to meet the daily demands of the business areas. Working as part of the Qsis Support Service Desk team, the post-holder will contribute to the delivery and support of a number of areas including: end user support; training; preparation and maintenance of documentation; system testing; issue investigation and resolution; project support and operational security;

The main areas of support are: Student Records; Courses and Classes; Admissions; Student Financials and Financial Aid. The department is run based on ITIL principles.

### MAJOR DUTIES:

1. Answer, log, track and respond to Qsis Support Desk calls and emails.
2. Analyse and resolve standard issues and requests raised by users in line with department procedures.
3. Provide assistance to the Qsis Support Analysts and Support Lead in trouble shooting complex system and data issues to resolution. Document resolution and communicate with end users as appropriate.
4. Provide advice and assistance on the operational aspects of Qsis to the relevant user groups.
5. Working closely with the Qsis Support Analysts and the Support Lead to analyse business requirements resulting from a support call, new or statutory changes or any identified system bugs.
6. Create and maintain documentation, training and web materials.
7. Contribute to the analysis, user acceptance testing and roll-out of new development projects.
8. Assist in the delivery of training to Qsis users.
9. Working closely with the Qsis Support Analysts and Support Lead, carry out testing of new maintenance packs, patches, minor enhancements and system upgrades.
10. Assign/remove basic system roles and permissions according to operational security guidelines.
11. Set up and maintain electronic and manual filing systems in accordance with the University's responsibility to relevant legislation, e.g. GDPR, Data Protection Act, Freedom of Information Act.
12. Organise and support the work of the team by organising and servicing meetings, updating and printing training materials.
13. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Support 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. 2 years proven professional experience of using PeopleSoft Campus Solutions to support business processes.
3. Excellent IT skills including experience of Office software (word-processing, spreadsheets, databases, email, web etc).
4. A total of 4 years relevant work experience, to include activities such as:- supporting and communicating with end-users; analysing and trouble-shooting system issues; working to business processes using campus solutions; team working; liaising with staff in other areas; supporting projects; preparation of written documentation.
5. IT literacy and up to date knowledge of relevant computer packages and information systems.
6. Significant knowledge of PeopleSoft Campus Solutions.
7. Good oral and written communication skills.
8. Ability to work as part of a team.  
Organisational and time management skills and ability to plan and organise short term activities and events.
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10. Flexible, willing to adapt to new tasks and duties

**DESIRABLE CRITERIA:**

1. Degree or postgraduate qualification with significant IT/ Computing element.