Candidate Information

Position: Business Support Officer, DASA
School/Department: Student Services and Systems
Reference: 20/108190
Closing Date: Monday 30 March 2020
Salary: £24,461 to £28,331 per annum
Anticipated Interview Date: Thursday 09 April 2020

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. Assist team members with root cause analysis of issues/problems across the different functional areas i.e Admissions, Finance and Student Records to prevent Incidents from happening, and to minimize the impact of incidents that cannot be prevented.
2. Working closely with the business support analysts, carry out testing of all new maintenance packs (bundles), new functionality, security patches, minor enhancements and system upgrades.
3. 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.
4. Assist in the delivery of annual system rollover tasks, e.g. tuition fee rollovers, scholarships, financial aid rollover, new academic term configuration, communications, new programme/course setup.
5. Take ownership of logged incidents, tracking the progress of all calls and follow-up with the customer to ensure that they are satisfied with the resolution.
6. Follow processes to ensure that a high quality of service is provided to internal and external customers.
7. Assist in the production of weekly Qsis Issue log reports for team members.
8. Communicate efficiently, effectively and courteously with staff, students and a variety of external bodies.
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. Prepare written reports, reviews and recommendations as requested.
11. Provide advice and assistance on the operational aspects of Oracle Campus Solutions to the relevant user groups.
12. Maintain SharePoint self-service logs - manage access to logs and general maintenance of logs.
13. Work co-operatively with team members and colleagues, contributing positively and constructively to the achievement of team and division goals.
14. 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 Business Systems Team Lead, 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 an ERP system and the ability to interrogate system information to help resolve end user queries/issues.
4. Proven knowledge of IT systems and management of data. Experience of problem identification and resolution of system and/or data issues. Experience of carrying out root cause analysis.
5. Good Microsoft Excel (or equivalent product) skills (VBA, macros, pivot tables, power pivot, formatting. Evidence of the creative application of Excel (or equivalent product) to resolve problems or produce solutions.
6. Experience in working as part of support team/function with operational understanding of ITIL processes e.g. Incident Management, Problem Management
7. IT literacy and up to date knowledge of relevant computer packages and information systems.
8. Good oral and written communication skills.
9. Ability to work as part of a team.
10. Organisational and time management skills and ability to plan and organise short term activities and events.
11. Flexible, willing to adapt to new tasks and duties.

DESIRABLE CRITERIA:
1. Degree or postgraduate qualification with significant IT/ Computing element.
2. Experience in working with Qsis.
3. ITIL foundation.