Candidate Information

Position: Functional Development Lead (Student Information Systems((Qsis)
School/Department: Student Services and Systems
Reference: 22/110518
Closing Date: Monday 9 January 2023
Salary: £43,414 - £53,353 per annum
Anticipated Interview Date: Monday 23 January 2023
Duration: Permanent

JOB PURPOSE:

The Student Information System (Qsis) Functional Development team is cross-functional supporting key business processes including Admissions, Student Records, Student Financials, Financial Aid, and Reporting as well as other key functions.

The Functional Development Lead will work closely with the Programme Manager to lead the delivery of functional and business change projects that form part of the University's Qsis Development Plan. The role will focus on the development and implementation of new or enhanced functionality that has been identified as being required by the University.

MAJOR DUTIES:

1. To play a lead role in the design, development, delivery, and implementation of Qsis projects the postholder will be expected to have a clear understanding of how the Oracle PeopleSoft Campus Solutions product works and how it can be best used to meet the University's business requirements.
2. Be responsible for the key deliverables for each assigned project to include (not limited to) Initiation Documents, plans, requirements and specification documents, regular reports to key stakeholders as well as agreed product deliverables.
3. Manage project resources including, but not limited to, developers, testers, support groups, and trainers to deliver the needed changes to the Qsis system to meet the objectives of the projects.
4. Lead the testing of any new or changed functionality with project resources and the business users. This includes developing test plans and managing their execution, ensuring all developments meet the required quality levels and do not impact the stability of the live system.
5. Develop/redesign business processes, in consultation with stakeholders, to meet the needs of the project objectives.
6. Ensure relevant training materials are developed and training delivered to end users.
7. Ensure the successful handover of project deliverables to operational support teams.
8. Work closely with the business functional areas and, using expert knowledge of the system and processes, evaluate whether user needs can be met through delivered functionality/tools or process change.
9. Working with the Programme Manager to maintain and monitor the project plans for projects, enhancements, and upgrades.
10. Provide input on the evaluation of new bundle releases from suppliers including undertaking business process redesign to utilise new functionality and enhancements as necessary.
11. Contribute to the implementation of strategies to ensure the adoption of new business processes, including communication, training and user engagement.
12. Review existing business processes to identify opportunities for improvements in system functionality and recommend a way forward that increases productivity and improves efficiencies for the University.
13. Input to the development of best practice Qsis Development standards which will be transferable to all future Qsis projects for the University.
14. Working closely with the support resources on business requirements resulting from a support call or any identified system bugs.
15. To develop, and continuously update, a detailed knowledge of Campus Solutions functionality and related business processes.

16. To keep abreast of, and contribute to, product development and best practice through involvement in relevant user groups, including on-line Higher Education User Group (HEUG) communities.
17. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Head of QFT and other senior departmental staff.

ESSENTIAL CRITERIA:
1. A degree in relevant discipline.
2. PRINCE2 foundation certification or equivalent.
3. At least 4 years relevant work experience including 2 years experience of working with Oracle PeopleSoft Campus Solutions in a Higher Education setting.
4. In depth knowledge and experience of at least one module of Campus Solutions (Admissions, Student Records, Student Finance or Financial Aid) and an overall understanding of the entire product; OR
   In depth knowledge and experience of implementing solutions via PeopleCode within Campus Solutions.
5. Experience of leading projects to implement significant system and process change.
6. Experience of Business Process Re-Engineering and/or Change Management.
7. Ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.
8. Understanding of student administration systems and processes.
9. Understanding of how ICT can be exploited to underpin, enhance and support business processes.
10. Knowledge of business functions and processes in a HE environment.
11. Knowledge of University policies, practices and procedures.
12. Experience in dealing with a wide range of customers and staff at all levels in an organisation.
13. Good organisation and time management skills and ability to plan and organise short term activities.
14. Excellent oral and written communication skills.
15. Good team working skills.
16. Ability to handle difficult situations in a calm and diplomatic way.
17. Well developed analytical problem solving skills.
18. Ability to lead and motivate others.
19. Responsive to change and adaptable to new challenges.
20. Works to exceptional levels of accuracy while under pressure.
21. Ability to deliver a high level of customer service.
22. Willingness to work beyond normal working hours as and when required.

DESIRABLE CRITERIA:
1. Degree or postgraduate qualification with significant IT/ Computing element.
2. PRINCE2 practitioner certification or an equivalent qualification.
3. Experience of large, and complex, corporate systems in a range of functional or process areas.
4. Experience of Qsis and the University business processes supported by Qsis.
5. Experience of working with Queens University Schools and professional services departments.