Candidate Information

Position: Business Support Analyst
School/Department: Education and Student Services
Reference: 23/110712
Closing Date: Monday 20 March 2023
Salary: £35,333 - £42,155 per annum
Anticipated Interview Date: Thursday 30 March 2023
Duration: Permanent Full Time

JOB PURPOSE:

The Qsis Business Support Analyst will work in close liaison with the Qsis Support Lead to maintain and support Qsis to meet the daily demands of the business areas i.e. Student Records, Admissions, Student Finance and Schools. Working as part of the Support team, the postholder's primary responsibility will be training and testing. They will be required to provide user support, training, testing, documentation and communications to Qsis users. The department is run based on ITIL principles.

MAJOR DUTIES:

1. The post holder will be required to take the lead in training and testing.
2. Providing support to business units in trouble shooting system and data issues and reaching resolution.
3. Use a sound understanding of Qsis to carry out detailed analyses, help resolve complex situations and problems, and test solutions where they may not be obvious.
4. Take the initiative to present Qsis issues that arise and put forward recommendations through advice, briefings, presentations or written reports to facilitate the interpretation of specific issues/problems and support decision making.
5. Deliver training to Qsis users. Establish arrangements and resources, including UPK materials, to support refresher training, re–training and training of new staff.
6. Create and maintain documentation, training and web materials.
7. To deliver particular work packages within his/her area of expertise including the testing of all new maintenance packs, patches, minor enhancements and system upgrades by executing test plans and following up any unresolved issues.
8. Working closely with the Support Lead, System Lead, Support Officers and the Functional Leads on analysis of business requirements resulting from a support call, new or statutory changes, or any identified system bugs.
9. Collaborate with users through the Qsis User Group and other University Working Groups or Committees.
10. To contribute to the implementation of strategies to ensure the adoption of new business processes including communication, training and user engagement.
11. To develop and continuously update a detailed knowledge of Campus Solutions functionality and related business processes.
12. PLANNING AND ORGANISING:
    • Plan and organise own workload on a daily, weekly and monthly basis meeting deadlines and competing priorities.
    • Monitor progress of own workload to ensure milestones are achieved.
    • Maintain system and business process documentation to ensure it meets quality standards, guidelines and procedures.
13. RESOURCE MANAGEMENT RESPONSIBILITIES (e.g. People, Finance, Equipment):
    • Operate as an individual responsible for organising one's own specialist or professional work and advice to meet school/department/work unit objectives.

14. INTERNAL AND EXTERNAL RELATIONSHIPS:
    • Communicate regularly with members of the team to exchange, request and deliver information.
    • Communicate with various Schools and Directorates to request and provide information, resolution of help requests and training.
    • Communicate with external bodies to request and provide information using the most appropriate medium.
    • Attend and contribute to regular Team meetings.
    • Daily contact with Supervisor, work colleagues and University staff.
    • Liaison with other University offices, students and external bodies.

ESSENTIAL CRITERIA:
1. A degree OR 5 years recent relevant experience.
2. A minimum 3 years hands on experience of PeopleSoft Campus Solutions.
3. Thorough knowledge, understanding and practical aptitude of customer care issues with 1 years experience in a customer service role.
4. Relevant experience of providing training and creating user documentation.
5. Relevant experience of testing PeopleSoft Campus Solutions.
6. Experience of analysing issues, problem solving, reporting on findings, summarising information and making recommendations.
7. A high level of competence in office software (word-processing, spreadsheets, databases, email, web etc.).
8. Good organisation and time management skills and ability to prioritise, plan and organise workload.
9. Ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.
10. Able to demonstrate ownership and accountability of tasks.
11. Able to effectively engage with third parties and seek the views of others where appropriate.
12. Ability to work to a high level of accuracy and maintain accuracy standards through a team.
13. Excellent oral and written communication skills.
14. Good team working skills.
15. A commitment to supporting the work of others.
16. Sets exceptional personal standards within the working environment.
17. Experience of problem follow through and issue resolution.
18. Responsive to change and adaptable to new challenges.
19. Thrives on delivering high levels of customer service.
20. Knowledge and understanding of customer care issues.
21. Ability to handle difficult situations in a calm and diplomatic way.
22. Willingness to work beyond normally working hours when and as required.

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