

Candidate Information

Position: Business Support Officer
School/Department: Education and Student Services
Reference: 23/110915
Closing Date: Monday 12 June 2023
Salary: £27,396 - £32,411 per annum.
Anticipated Interview Date: Wednesday 28 June 2023

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. Carry out the training administration and assist with 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.

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 (Qsis) 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 users; analysing and trouble-shooting issues; working on business processes using Campus Solutions(Qsis); team working; liaising with staff in other areas; 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.
9. 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.