

## Candidate Information

<b>Position:</b>	Systems Officer
<b>School/Department:</b>	Educational and Skills Development
<b>Reference:</b>	23/111496
<b>Closing Date:</b>	Friday 5 January 2024
<b>Salary:</b>	£32,024 - £36,744 per annum
<b>Anticipated Interview Date:</b>	Wednesday 17 January 2024
<b>Duration:</b>	Permanent

### JOB PURPOSE:

The Systems Officer (SO) will require experience and understanding of both automated career management process and the technical elements of relevant systems. They will manage, customise and utilise relevant Information Services managed and licensed systems including the employer, manager, communication and reporting elements of MyFuture, VMock and other CES platforms, as required. The successful candidate will also be responsible for linking relevant software to create efficiencies and ensure smooth connection and operation between various elements of Queen's Information Services, QFIS, QSIS tool that are relevant to CES and its specialist platforms

The Systems Officer will also be responsible for line management of a small clerical team and will work in partnership with other colleagues within the service.

### MAJOR DUTIES:

1. To lead on the operational management, development, and maintenance of the main CES software platforms including MyFuture, VMock and CES MS Office 365. This will involve planning, organising, customising, and deploying relevant tools to stakeholders to ensure safe, accurate, and timely processing of new account applications and approvals, job advertisements, student appointments, pathways and (workshops and Careers Fairs), e-newsletters, online resources. The role will also involve testing and piloting new tools e.g., a pilot of automated MyFuture placement management tools, etc.
2. To be responsible for and liaise with relevant Queen's services and CES platform providers, to resolve any technical issues arising and ensure secure, consistent, and excellent experience for all platform end users (students, employers, staff). This will include overseeing relevant platform upgrades, local customisations, and regular data updates (processing these in accordance with UK GDPR, PECR and Queen's/CES policies and procedures).
3. To work with the CES Business Operations Manager and other members of the Business Operations Team to support CES and other School/Service partners in the effective use of relevant systems/systems related data by providing a programme of formal and informal staff training and customised platform engagement and usage data reports.
4. To work with other members of the CES Business Operations Team to create, maintain and enhance relevant service PowerBi dashboards to facilitate comparisons of key data and data relationships/trends (e.g., CES Student/Employer Engagement Dashboards).
5. To support colleagues in making best use of advances in Queen's University Belfast online technologies (including relevant/approved AI technologies) by undertaking and cascading relevant IS and external training and facilitate effective delivery relevant updates of central IS licenced tool in the context of CES work and business. This includes working with the Business Operations Manager to assess service needs, prioritise relevant updates, and communicate, as appropriate with the wider CES team.

6. To work with IS and other relevant staff complete training and gain use manager/edit interfaces of key CES systems to enhance overall service delivery and continuous improvement. This will include cascading training and working with other CES staff to facilitate them in their work E.g. CES Student Information; Marketing; Surveys and Global Opportunities Officers as well as Careers Consultants, Employer Engagement and CES clerical staff. It will also involve identifying and communicating opportunities to create business efficiencies through automation of relevant CES processes (e.g., via Power Automate Workflows and MyFuture Pathways).
7. To line manage a small clerical team.
8. To contribute to the development of a set of relevant CES specific training and to enable and enhance the digital skills sets of CES staff according to their job role and related service goals.
9. To support CES Finance Operations as a nominated buyer and Purchase card holder (this includes working with other CES staff who support finance process within the service and undertaking relevant training updates in QFIS software and Financial produces as required).
10. To oversee secure, effective maintenance and GDPR compliance of information and systems relating to Careers Service systems. This includes working with the CES Management Team to ensure that updates are made to relevant CES policies, that relevant and contracts are accessible, and all staff reminders are sent out when records and actions associated e.g., with regular data cleanses are to be carried out.
11. To oversee and ensure that relevant updates to CES MS Office 365 tool and SharePoint (in an MS Office Champion role), and work with the CES Business Operations Manager Officer and Employer Engagement Manager to follow relevant protocols and manage the MyFuture Student and Employer data.
12. To organise own work, and that of a small clerical team, to resolve most issues/queries independently, providing advice on established system-related matters to staff, students, alumni and employers, as required. This includes recommending alternate sources/courses of action if unable to assist.
13. To undertake short term projects within CES or contribute as part of larger Service/directorate-wide project teams to support the achievements of project objectives. For example, support CES intranet design, development and roll out.
14. To work as part of the Business Operations and wider Careers, Employability and Skills Teams Team. This includes attendance and contribution at relevant meetings and proactive contribution to team targets, commitment to excellent delivery and continuous improvement.
15. Any other duties as required as required and which are commensurate with the grade and role.

**ESSENTIAL CRITERIA:**

1. A relevant degree (or equivalent).
2. A minimum of two years' experience in maintaining, developing and operating a large IT platform/database e.g., A Career Management System or Customer Relationship Management system.
3. Experience of working as part of a wider team to plan, promote and deliver student, staff and external customer training related to an IT platform (to expert and lay audiences).
4. Demonstrable understanding of the key processes associated with the delivery of career development services and skill in operating a large IT platform to effectively engage different student/client interfaces as well as MS Office suite to include Advanced Excel skills.
5. Excellent problem identification and solving skills.
6. Good Communication and Numeracy Skills.
7. Experience of presenting FE/HE systems training to lay and expert audiences.
8. Ability to engage and provide precise, accurate technical information to expert partners e.g., platform providers, Queen's IS.
9. Demonstrable understanding of the importance of security and logical organisation in the customisation, operation and development of IT platforms.
10. Ability to remain logical and precise, even under pressure.
11. Able to work flexibly.

**DESIRABLE CRITERIA:**

1. A degree in an IT/Computing related discipline.
2. Membership of relevant professional bodies.
3. Experience of working within a busy HE/FE or other career/employability service.