

Post Details		Last Updated: 13 July 2017	
<b>Faculty/ Administrative/ Service Department</b>	VP & Registrar's Division/ Student Services and Administration (SSA)/ Student Data, Records and Systems		
<b>Job Title</b>	Senior Analyst Developer		
<b>Job Family</b>	Professional Services	<b>Job Level</b>	4
<b>Responsible to</b>	Student Systems Development Manager		
<b>Responsible for (Staff)</b>	n/a		
<b>Job Purpose Statement</b>			
<p>The post holder will be responsible for developing the student administration, timetabling and reporting systems (SITS, CMIS and Business Objects). They will lead system development projects, undertaking analysis, scoping, development, testing and operational handover activities.</p>			
<b>Key Responsibilities</b> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ol style="list-style-type: none"> <li>1. Work with stakeholders to identify opportunities for service improvement, consulting on technical capabilities of the system and options for systematisation or automation to facilitate process improvement across the full student lifecycle.</li> <li>2. Undertake business and technical analysis to support the development of feasibility studies, business cases, options appraisals and scoping documents to inform requirements for project delivery. Work proactively with stakeholders to identify their needs and those of the University.</li> <li>3. Lead on the planning and ongoing monitoring of projects, producing regular project status updates, ensuring project scopes are maintained and progress is communicated to stakeholders. Take ownership for project management and the successful delivery of outcomes.</li> <li>4. Using standard system configuration tools, web development and database skills, develop the student records (SITS), timetabling (CMIS) and reporting systems (Business Objects) to provide new or enhanced functionality with the aim of improving process efficiency and transparency and services that enhance the student experience. Proactively engage project team members in the design and development process to ensure systems are fit for purpose, whilst maintaining project scope and managing users expectations.</li> <li>5. Lead on system testing, organising and coordinating testing sessions with project members and actively recording outcomes of testing to support ongoing development and bug fixing. Take responsibility for the development of robust and supportable systems.</li> <li>6. Document system developments and work with members of the team to ensure there is a collective understanding of how and why systems work the way they do. Facilitate the up-skilling of team members and handover of developments to operational support for ongoing support and maintenance.</li> <li>7. Engage with internal and external stakeholders and forums to maintain an understanding of business and system requirements and changes to inform future delivery. Actively participate in user group events and networking opportunities to keep abreast of product developments and industry trends.</li> <li>8. Be proactive in individual personal and professional development and continuous improvement efforts of the team. Review and reflect on progress, challenges and lessons learned to inform development plans and supporting actions.</li> <li>9. Undertake any other duties deemed appropriate by the Student Systems Development Manager.</li> </ol>			
<b>N.B. The above list is not exhaustive.</b>			

**All staff are expected to:**

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:**

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

**Elements of the Role****Planning and Organising**

- The post holder will use their specialised knowledge and full technical understanding to support the SITS system and its ongoing development and effectiveness. They will plan and ensure work progress within established professional and technical procedures and clearly defined University policy.
- Many of the projects and process updates are derived from the changes to the student lifecycle determined by external stakeholders such as the Home Office, HESA, UCAS, SLC; and internal Process Owners such as Admissions, Awards and Assessment, Student Records and Timetabling.
- Guidance on project deliverable is given by the Student Systems Development Manager. Operating proactively and in an independent manner to organise and prioritise own work and that of their team to successfully meet objectives and to support the development of the department.
- Requests for change can be received on a daily basis from the University support desk, many will be able to be accommodated within Operations any of a significant size/impact will be developed into a project brief to be prioritised

**Problem Solving and Decision Making**

- The post holder will support a particular area of the university's student administration system (SITS) by becoming familiar with and documenting the business processes in that area and by configuring SITS to support those processes. They will become familiar with the way that data from their functional area impacts on other areas, on management information and on external agencies and will constantly identify gaps in information and conduct analyses in order to evaluate system changes for their impact on other areas of SITS and on other University systems
- Expected to identify the nature of any problems and issues received from users through analysis and apply their judgement and initiative in order to find an appropriate resolution.
- The post holder will also be involved in supporting Facility CMIS the timetabling system from a technical perspective.
- With a strong understanding of the university's student administration processes and a good technical knowledge of the SITS product and its capabilities the post holder will have good problem solving skills and be expected to put forward recommendations on managing more complex situations or resolving more challenging problems. They will be committed to ensuring that the university's student systems run efficiently and effectively. The post holder will have access to advice and guidance from their line manager for the most complex or challenging issues.
- The Post Holder is expected to resolve the majority of issues they face; however, when responding to particularly complex and novel situations, some guidance may be sought from the Student Systems Manager.
- The post holder will support a particular area of the university's student administration system (SITS)/CMIS by becoming familiar with and documenting the business processes in that area and by configuring SITS/CMIS to support those processes. They will become familiar with the way that data from their functional area impacts on other areas, on management information and on external agencies and will constantly identify gaps in information and conduct analyses in order to evaluate system changes for their impact on other areas of SITS /CMIS and on other University systems.
- Production of project briefs, technical specifications for projects, and to act as technical specialist of project teams; to provide advice on test scripting for users.

**Continuous Improvement.**

- Take a pro-active approach to their work, making suggestions for improvements in working methods and implementing them under the guidance of their line manager.
- Expected to identify and suggest to their line manager any improvements or developments to current working practices which can be made and where appropriate (on approval) to implement them into the service they provide
- The post holder will produce the specification, documentation, configuration and test plans for enhancements for both minor and major developments. They will also be expected to provide test scripting and testing for other functional areas. The post holder will be responsible for ensuring the maintenance of the training manuals by informing the Corporate Trainer of updated process and/or functionality.

#### **Accountability**

- Changes to process are agreed by the relevant process owner and implemented with accordance of due procedures set out by the Student Systems Development Manager.
- Although the role is covered by standard instructions and procedures there may on occasion some latitude to vary the sequence of procedures based on varying situations encountered in the day to day routine.
- Latitude exists to set your own agenda within set parameters and to organise and prioritise your own work to ensure that key deadlines and objectives are met, without supervisory approval.
- The work produced by this team impacts on all areas of the student lifecycle and plays an important role in creating a positive applicant/student experience. Errors in judgement regarding any action taken may negatively impact upon their 'experience' and could therefore, damage the reputation of the University.
- Work in this area is supervised by the Student Systems Development Manager dependent on the project/task.
- Induction will be supervised by the Student Systems Development Manager.
- Appraisal will be undertaken by the Student Systems Development Manager.

#### **Dimensions of the role**

- The student lifecycle is subjected to change from internal process owners and external stakeholders (e.g. UKVI, HESA, HEDIIP, Home Office, HeFCE etc.). The team responds to change through projects that are prioritised internally or form part of Business as Usual. The projects have to deliver within defined timelines according to the student lifecycle.
- The Student Systems Development Manager is presented with the prioritised projects to deliver within a defined time period which can vary in size and scope.
- Development of the project may require the post holder to undertake multifunctional roles including project manager, business analyst, principal developer and tester.

#### **Supplementary Information**

- To monitor SITS forums, attend regional user groups and suggest to the Corporate Systems team and Process Owner ways in which SITS can be used to improve business processes.
- To support the systems upgrade through testing and development
- To liaise with Tribal and or Advanced Learning to report and fault and liaise through to development and resolution
- Privity to confidential student data held within the databases failure to ensure the confidentiality of the information held may result in litigation and breach of the data protection laws.

**Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

#### **Qualifications and Professional Memberships**

Degree level qualification or equivalent experience

E

Project Management Qualification such as Prince 2

D

Service Management Qualification such as ITIL v3

D

**Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/  
Desirable**

**Level  
1-3**

Knowledge and development experience within SITS

E

3

Significant and relevant experience of the higher education sector

E

2

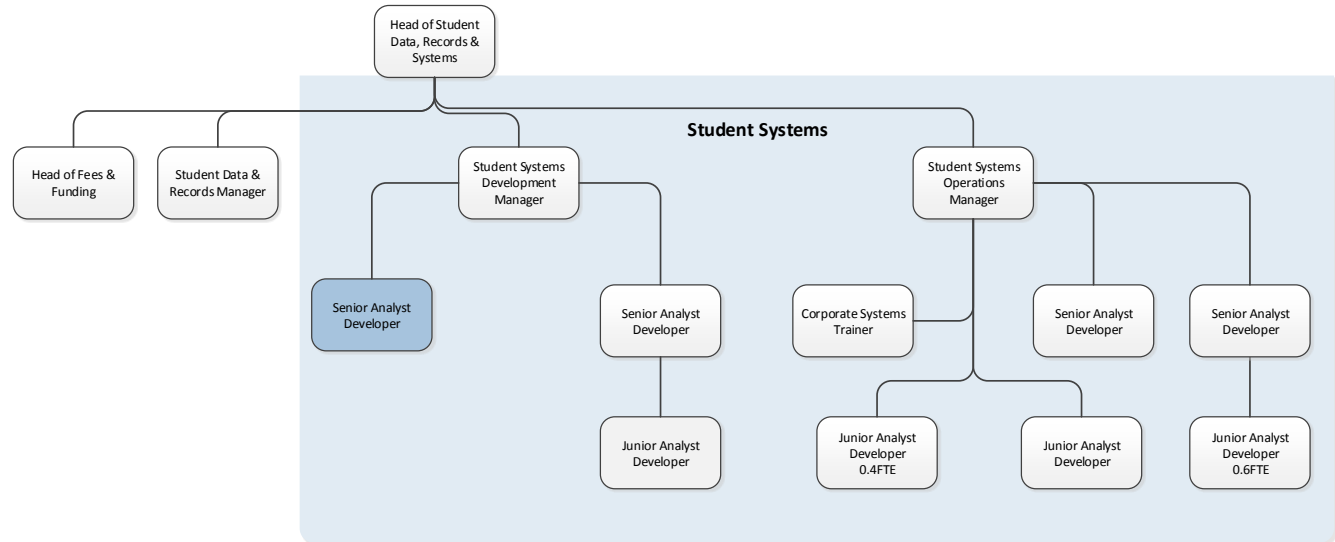
Experience of working in an IT development or support environment and/or experience or working within a Higher Education context and using a high level of technical skill

E

3

Familiarity with databases (preferably Oracle), their configuration and the use of reporting tools	E	3
Web authoring skills	D	2
Familiarity with programming languages and/ or Facility CMIS	D	2
<b>Special Requirements:</b>		<b>Essential/ Desirable</b>
Out of hours and weekend working to support system upgrades	E	
<b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		<b>Level 1-3</b>
Communication		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		2
Problem Solving and Decision Making Skills		3
Managing and Developing Performance		2
Creative and Analytical Thinking		3
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking & Leadership		2
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
<b>Organisational/Departmental Information &amp; Key Relationships</b>		
<p><b><u>Background Information</u></b></p> <p>The post is within the VP &amp; Registrar’s Division which is responsible for a wide range of administrative and support services including Recruitment and Admissions; Student Services and Administration (enrolment to graduation, including mentoring and student money advice); Health and Wellbeing (welfare, counselling, wellbeing, health); and Professional Training, Careers and Employability.</p> <p>The Division comprises four Directorates and this post is in the Student Services and Administration Directorate. Staff are based in centrally-based teams (often aligned to one of the three Faculties), the Student Services Centre and in three Faculty Student Services hubs. Staff work closely together to deliver effective and efficient student and administrative services, including expert advice and support for learning and teaching that enhances the quality of the student experience. Our administrative services and support aim to be intuitive to and anticipatory of the needs and interests of students.</p> <p>The Directorate therefore has a key role in supporting the University in achieving its strategic goals.</p> <p>The University of Surrey implemented SITS for admissions in September 2005, followed by student records in September 2006. From May 2008, SITS was used across most of the university for module registration and we successfully moved to assessment processing in SITS in August 2008. Planned developments include an expansion of eVision. We will also use SITS to improve the management of research students and to incorporate assessment processing for UG Health and Social Care students. The interface between SITS and Facility CMIS, and also support the online timetable CMISGO module.</p>		

## Department Structure Chart



## Relationships

### Internal

- Within Student Services and Administration the post holder will liaise closely with the Process Owners, Project Managers and the rest of the Systems team to resolve problem and issues

### External

- Tribal – software supplier of SITS and Enterprise Service Desk
- GradIntel – subsidiary of SITS producing HEAR
- Advanced – software suppliers of CMIS and CMISGO Timetabling Software
- SITS Users – through MySITS application