



New College Durham

## JOB DESCRIPTION

<b>Job Title:</b>	Systems Support Officer
<b>Grade:</b>	Support Grade E
<b>Hours:</b>	37 hours per week (pro rata)
<b>Location:</b>	Framwellgate Moor Campus
<b>Department:</b>	Systems and Business Intelligence Department
<b>Accountable to:</b>	Head of Systems and Business Intelligence

### Job Purpose

To assist in the development and support of designated systems within the Systems and Business Intelligence Department to ensure the timely and effective delivery of key performance targets for New College Durham.

### Key Result Areas

1. Work as part of a motivated team developing and supporting systems that meet and reflect ongoing changes to business requirements;
2. Assist in the design and specification of systems and the implementation process;
3. Deal with routine application support calls received via the department helpdesk, and liaise with users on problems and queries;
4. Deliver training sessions to enhance end user knowledge and skills;
5. Contribute to providing a quality service and ensure a high level of support is delivered;
6. Collect end user feedback and develop the service to respond to requirements;
7. Provide an advisory and support service to the department customers in the use of College systems;

8. Assist in the design and development of systems to agreed project deadlines;
9. Promote positive working relationships with the department customers throughout the College and externally;
10. Assist in the development of software applications and tools as required to enhance College applications and processes;
11. Undertake appropriate tasks to ensure the department administrative responsibilities are fulfilled in relation to project work, daily support and adhoc requests;
12. Support fully at all times the aims and objectives of the College;
13. Undertake appropriate staff development activities that support personal development and the changing needs of the College and its environment;
14. Keep up to date with developments in IT technologies, investigating and proposing changes to systems, and working practices to utilise new technology to ensure continuous improvements in the department;
15. Undertake any other duties commensurate with grade.

### **General Responsibilities**

1. To promote the mission, vision and values of New College Durham
2. To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, etc.
3. To engage with line manager in regular appraisals and performance reviews against agreed objectives.
4. To be responsible for actively identifying own development needs
5. Staff must take reasonable care, and be aware of their responsibilities under the Health and Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the College.

## **Variation in the Role**

Given the dynamic nature of the role and structure of New College Durham, it must be accepted that, as the College's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

## **Equality and Diversity**

The College is committed to equality and diversity for all members of society. The college will take action to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the College's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the College with an all inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the College can improve its practice on Equality and Diversity please contact the Equality and Diversity Officer in Human Resources 0191 375 4025. Alternatively if you wish for any support or assistance with regards to Equality and Diversity please again contact the above individual.

## **Commitment to Safeguarding Vulnerable Groups**

New College Durham is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.

## PERSON SPECIFICATION

**Job Title:** Systems Support Officer

Assessed by key:

1. Application form
2. Interview
3. On the job
4. Skills test

In order to progress through the recruitment process you must be able to show how you meet each of the criteria at ALL of the "assessed by" stages stated.

Knowledge and Experience	Assessed by:	Essential	Desirable*
English and Maths at Level 2 (GCSE / O Level, Grade C/4 or above) or equivalent, or willing to work towards	1	✓	
Educated to Level 4 in an IT related discipline (or equivalent), or willing to work towards.	1	✓	
Have a high level of IT skills to include at least 3 years' recent experience in the use of a variety of software applications, including databases.	1 / 2	✓	
Recent and relevant experience of providing a support service and evidence of making service improvements.	1 / 2	✓	
Recent experience of planning and delivering software application training to end users.	1 / 2		✓
Experience of web technologies used in the development of software applications.	1 / 2		✓
Recent and relevant experience of the Education Sector	1 / 2		✓
Skills	Assessed by:	Essential	Desirable*
Ability to work well as part of a team	2 / 3	✓	
Ability to deal professionally with staff and students in person, by phone or by correspondence.	2 / 3	✓	
Commitment to resolving problems and to improving own performance.	2 / 3	✓	
Enthusiasm, flexibility and commitment to accuracy	3	✓	

Ability to organise own work and to work to specified timescales with set objectives.	2 / 3	✓	
Responsible and reliable with professional attitude and appearance	3	✓	
Excellent oral and written communication skills and interpersonal skills	1 / 2 / 3	✓	
Have systematic, methodical approach with attention to detail	3	✓	
Ability to respond to a rapidly changing working environment	2 / 3	✓	
Ability to learn and share knowledge	2 / 3	✓	
Proven capacity to work innovatively and independently	2 / 3	✓	
Commitment to ensuring the safeguarding of children and vulnerable adults	1 / 2 / 3	✓	

\*For the post holder to be successful in the role, all criteria within the person specification are essential, however for the purpose of recruitment some are listed as desirable as we may expect to see this skill, experience or qualification develop or be obtained once in the role.

This job description may be reviewed in light of experience, changes and developments during the on-going appraisal and performance review process.

**Issue Date: February 2018**