

Job Description

Job title	Senior Systems Specialist
Department	Portfolio Delivery, Information and Digital Group
Grade	7

Job purpose (a brief summary of the role)	To act as one of the team's subject matter experts for the University's Curriculum Management and Timetabling systems, providing the specialist technical expertise that keeps these business-critical services stable, well configured and continuously improving. Working alongside likeminded colleagues, the role holder will share operational responsibility for these systems and ensure that expertise and documentation are shared across the team, so that the service remains resilient and fully supported at all times, including during periods of absence. They will lead on projects and tasks spanning both physical infrastructure and cloud services, resolve complex technical challenges, and collaborate with central administrative teams to ensure that system development aligns with the University's strategic objectives. Acting as a senior point of expertise, the role holder will respond to escalated support calls, diagnose the root cause of issues, review and improve business processes, undertake systems analysis, and gather and translate user requirements into effective solutions. They will identify opportunities to exploit existing functionality, specify new developments, and support the creation of business cases for new projects, as well as mentoring and developing less experienced colleagues to build the team's collective capability. It is expected that the role holder will be flexible and adaptable, willing to learn any new platforms and systems that may become part of the department's portfolio of supported applications.
Duties and responsibilities	Working on IT Tasks: • Collaborate with central administrative teams to understand business strategy and ensure system development aligns with University objectives • Responding to escalated Service Now and JIRA calls with professionalism and timeliness • Communicating positively with users / customers, avoiding technical jargon • Solving technically complex challenges • Applying expertise to issues, implementing clean fixes • Documenting solutions clearly and accurately • Responsible for ensuring confidentiality, integrity and availability for data. Following information security and data management policies ensuring, least privilege and information assurance • Ensuring appropriate levels of business continuity are factored into solutions and maintained during the solutions lifecycle • Monitoring of systems and reacting to alerts and abnormal behaviour • Liaison and escalation with internal developers and 3rd party vendors

Improving IT Outputs:

- Identifying repeating or common issues, proposing, and implementing solutions to root cause fixes
- Identifying training needs for yourself and team members around technical disciplines and advise IDG leadership on development opportunities
- Recommending Change Requests and preparing change documentation, representing Change at Change Advisory Board
- Leading on managing risks around Lifecycle management of systems and services supported by the team
- Managing Capacity and forecasting, to inform the 5-year planning cycle ensuring services are fit for purpose
- Promote standardised solutions, with a view to optimise and expand services where appropriate.
- Develop and maintain the learning systems documentation regarding procedures, workflows and data
- Document, ensure up-to-date information and co-ordinate Business Continuity best practice for the Curriculum Management and Timetabling systems

Working on Projects:

- Key role in project teams, providing guidance and expertise on medium and large projects
- Escalating challenges, proposing solutions
- Identifying and raising project risks
- Provide technical solutions to meet customer requirements

Producing high quality defined services, to form part of the service catalogue.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Extensive technical expertise in the use and configuration of Higher Education systems, particularly Curriculum Management and/or Timetabling platforms, including the ability to gather and translate end-user needs into effective system solutions.	A & C
E2	Honours Degree or evidence of equivalent experience.	A & C
E3	Understanding of how Curriculum Management and Timetabling systems interoperate with related institutional systems (for example, student records such as SITS, Lecture Capture, Identity Management, etc.).	A & C
E4	Sound working knowledge of query and incident resolution tools and methods (for example, ServiceNow or Jira).	A & C
E5	Taking an active, leading role as part of a technical team.	A & C
E6	Experience of working with and / or implementing systems integrations.	A & C
E7	Experience of coordinating projects.	A & C
E8	Proven experience managing end-to-end projects using Agile methodologies such as Scrum, Kanban, or equivalent.	A & C
E9	Experience of determining and documenting user requirements in a technical environment.	A & C
E10	Well-developed interpersonal and communication skills required for projects & teamwork, user support & collaboration.	A & C
E11	Experience of providing user support whilst demonstrating outstanding customer service skills.	A & C
E12	Analytical, diagnostic, and problem-solving skills.	A & C
E13	Experience in effective vendor management.	A & C
E14	Ability to apply transferable knowledge of business logic and system configuration across comparable enterprise systems.	A & C
E15	Experience of mentoring, coaching or developing less experienced colleagues and sharing technical knowledge across a team.	A & C

Desirable Criterion No.	Desirable Criterion Description	Measured by
D1	ITIL4 foundation or equivalent.	A & C
D2	A recognised project management qualification or certification (e.g., PMP, PRINCE2, CSM, PMI-ACP).	A & C
D3	Awareness of, or experience working with, web technologies and integration methods (for example, web services and REST APIs, XML/XSLT, HTML/CSS, or scripting languages such as JavaScript, Python or PHP), sufficient to collaborate effectively with developers and third-party vendors.	A & C
D4	Experience of working in a HE/FE environment.	A & C
D5	Demonstratable experience of using and gaining maximum value from the deployment of technology to support the ongoing development of HE Systems, in support of learning, teaching and research.	A & C
D6	Familiarity with the curriculum and timetabling lifecycle within a UK university, including the academic planning cycle and the statutory data and reporting requirements that these systems support.	A & C