University of Edinburgh  
Job Description

1. Job Details

Job title: Systems Support Team Leader, Systems Operations Group  
School/Support Department: Student and Academic Services Group  
Unit (if applicable): Registry  
Line manager: Head of Systems Operations

2. Job Purpose

To provide leadership to the Systems Support Team, ensuring high quality support to users of the University’s core student record database and related software applications, in a customer focussed manner using the available staff resource efficiently. To contribute to technical developments and projects within the Admissions, Curricula and Student business area.

3. Main responsibilities

1. Managing the Systems Support team and prioritising its day to day activities and project work to ensure that deadlines are achieved and a high quality customer-focussed service is available. 
2. Contributing to large scale development projects within the business area, as an advanced business user e.g. the developments of the Data Marts
3. Testing software upgrades and new developments to ensure system integrity and that the business requirements are satisfied.
4. Analysing and developing complex management information reports to ensure the University’s reporting requirements are met.
5. Providing support to student systems users to ensure effective use of the applications.
6. Designing, developing and presenting training to systems users on new developments and existing software systems.
7. Maintaining the Registry website to ensure it is effective and accessible, that communication with the Registry’s customers is clear and that the corporate image of the Registry is adequately presented.

4. Planning and Organising

- Planning and organising completion of a considerable amount of unique project work, influenced by the academic cycle, competing priorities and critical operational deadlines, e.g. STUDMI, a project lasting over 2 years.
- Prioritising and distributing work to team members to ensure timely completion, ensuring that sufficient resource is available to be able to react daily to support queries and system issues.
- Developing a programme of training with the Head of Group to ensure that the training needs of the customer base are met.
- Planning is required to ensure that there is always sufficient capacity to manage the constant flow of cyclical and ad hoc Management information requests.
- Testing plans, based on experience and industry best practice, are organised to ensure consistently high quality testing of software releases.
- Scheduling of regular website testing and maintenance is undertaken, to ensure quality.

5. Problem Solving

- Exercising judgement and discretion based on experience to resolve issues relating to the student record in a transparent and consistent manner, within the framework of agreed departmental and University policies. This requires a good working knowledge of University and Registry business processes, including DACS student information system, WISARD, Business Objects Reports. Knowledge of NPRAS weighting, and the impact of this on resource allocation within the University.
- Exercising judgement during software testing to determine whether requirements are met, and to determine how problems that arise should be solved. This is an iterative process that requires tenacity as well as know-how.
- Devising appropriate solutions to reported problems, using database analysis tools, software knowledge and experience and knowledge of the University’s business.
- Investigating small-scale business process change requests and proposing IT solutions.
- Identifying and prompting business process change in order to help improve the performance and effectiveness of the team.
6. Decision Making
- Investigating and resolving business process and IT issues from the customer base in a transparent and consistent manner, within the framework of Systems, Registry or University policies.
- Deciding regularly which issues should be escalated to the development team, Head of Systems Operations or MIS.
- Deciding on the most appropriate use of the student systems daily to support Registry and University business.
- Prioritising own work, and that of the two Systems Support Officers.

7. Key Contacts/Relationships
- Reporting to the Head of Systems Operations.
- Due to the nature of the support provided, significant close working relationships exist with all other Groups within the Registry.
- The systems are available to large numbers of academic and support staff within Colleges and Schools, from junior to very senior levels, such as Vice Principals. These staff require varying levels of support, and this post must be able to have relationships with them all.
- To fulfil the job properly, significant relationships also exist with other University support departments, such as MIS, Finance and HR, and third party software suppliers.

8. Knowledge, Skills and Experience needed for the job
- Educated to degree level.
- A good working knowledge of Universities is desirable.
- Well developed IT skills and ability to devise IT solutions to support business process requirements.
- Ability to motivate, influence and develop staff, including the promotion of team working; ability to lead a team in a customer focussed manner.
- Experience of Structured Query Language (SQL) and its use to interrogate databases; advanced use of Business Objects reporting tool, and WEBI online reporting tool; HTML coding and DreamWeaver use.
- Experience of testing new IT solutions, producing relevant and easily interpreted documentation.
- Experience of training preparation, delivery and evaluation.
- Ability to multi-task and to work under considerable pressure for sustained periods; flexible and able to embrace new challenges.

9. Dimensions
- Team Leader for two System Support Officers and a part-time IT Support Assistant (40%).
- Co-ordinate the maintenance of approximately £60,000 of computer hardware.
- Annually, contribute to the training of approximately 350 staff in the use of student systems.

10. Context and any other relevant information
- Admissions, Curricula and Student Systems underpin critical University activity and have a staff user base of 1700 across a range of systems including: NESI (New Edinburgh Student Information), WISARD (Web Interface to Students, Admissions and Related Data), USAD (UCAS/GTTR Admissions Database), PGDB (Postgraduate Database) and several more. All 23,000 students access SPIDER (Student Portal Interface to Data from Edinburgh Registry – student record channels delivered via MyEd).
- USAD receives c35,000 applications per annum. DACS – the Database of Admissions, Curricula and Students – contains 100,000 students, 1,200,000 course enrolments, raises invoices for c£55M per annum, manages student completion for 6500 students per annum etc. PGDB contains 65,000 student records. STUDMI contains approximately 95,000 student programme records, resulting in a total of 1,400,000 rows of data and 51,000,000 data items.
- These systems fundamentally underpin critical Registry and University activity – for example: admissions, registration/matrículation, fee assessment and invoicing, course enrolments, examinations, graduations, HESA returns, Teaching Load, Early Statistics returns to SFC, Management Information, interfaces to downstream dependent systems (EUCS, AS, Library, EUSA, Card Services, Timetab, DRPS, eFinancials).
- Detailed understanding of the business processes and applications within the admissions, curricula and student systems portfolio, together with an understanding of the relationships between the core functions, is required to effectively undertake this role.

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