

# Job Description

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| **Job Title:** Application Support Analyst – Education  | **Service Area:** Education ICT |
| **Division/Section:** | **Job Number:**  |
| **Grade:** PO3 / PO4 | **Date last updated:** January 2017 |

**PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

## Overall Purpose of Job

1. To configure, maintain and support a range of education applications, databases and interfaces ensuring optimal performance and appropriate security.
2. To contribute to the development and delivery of effective training programmes for school/academy staff.
3. To develop specialism in one or more areas of education applications such as but not limited to finance support, relational database management, school assessment and improvement.

## Job Context

1. The postholder reports to the Business Application Support Manager.
2. The postholder has no line management responsibility.
3. The postholder has no budget responsibility.

## Key Tasks and Accountabilities

 Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

**Managing incidents and requests**

1. To handle incidents, requests, problems and changes in line with the ITIL processes and local procedures.
2. Liaise with customers and suppliers to provide remote assistance and complete site visits where required to resolve incidents and complete requests.
3. Update records throughout all stages of all processes so customers can view the latest information at any time and keep the Service Desk informed throughout all stages of all processes by various communication mediums
4. Escalate calls to internal teams, managers and external partners and suppliers as required.
5. To receive alerts and monitor the availability and performance of applications and their underlying technologies and take appropriate action.
6. To maintain accurate records relating to incidents, requests, assets, licenses and other aspects of IT service management.
7. To provide concise and accurate documentation on dealing with recurring incidents and requests to the Service Desk and provide training and other support to assist with the transfer of knowledge.
8. To document related processes and procedures for resolving incidents and fulfilling requests to allow the Service Desk to complete recurring tasks.

**Maintaining Systems and support**

1. To evaluate and support MIS & finance related hardware and software for schools and academies.
2. To customise software to reflect the needs of schools, academies, LAs, DfE, and others.
3. To develop specialism in either school/academy finance software, specific SIMS modules or other MIS related software support.
4. To attend sites in the event of system failures or site specific issues, identifying and invoking appropriate actions, as required.
5. To follow appropriate security protocols for applications, databases, interfaces and any data stored, processed or transmitted, including user access controls and physical security.
6. To maintain documentation including support processes and end user manuals to ensure they remain accurate and appropriate.
7. To actively engage in meetings with colleagues, customers and suppliers, providing application expertise.
8. To assist with restoring data in the event of hardware failure or loss of equipment.
9. To act as a contact point with regard to third party contractors

**Training Service and Support**

1. To prepare and implement suitable programmes of training for head teachers, senior staff, teachers and clerical staff in schools/academies, and also to provide training for newly appointed staff.
2. To prepare and maintain appropriate user guides.
3. Provide all users with technical and professional advice with regard to information management, finance issues or the purchase of additional MIS/finance related hardware and software.
4. To have an overview of ICT Curriculum support to be able to advise and direct schools and academies, as required.

**Other Duties**

1. To participate in team meetings, training and other team activities.
2. To apply the behaviours within NPWs competency framework at the appropriate levels described within the person specification
3. To carry out other duties that are in line with the purpose and grade of the job.

## ADDITIONAL:

* The service operates from 8am to 5.30pm so you will be required to work as directed within these hours according to the needs of the service.
* To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
* To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
* To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
* To be committed to the NPW’s core values.
* Ensure all the services within the area(s) of responsibility are provided in accordance with the NPW's commitment to high quality service provision to users.
* Carry out duties and responsibilities in accordance with the NPW’s Health and Safety Policy and relevant Health and Safety legislation.
* Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation
* At all times carrying out responsibilities/duties within the framework of NPWs Equal Opportunities Policy

# Person Specification

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| **IMPORTANT INFORMATION FOR APPLICANTS** |
| The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible. |

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| **CRITERIA** | **METHOD OF ASSESSMENT** |
| **EQUALITY AND DIVERSITY** |  |
| We are committed to and champion equality and diversity in all aspects of employment with Newham Partnership Working. All employees are expected to understand and promote equality and diversity in the course of their work.**PROTECTING OUR STAFF AND SERVICES**Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately. |
| **KNOWLEDGE:**Experience of school/academy operations and recent developments in Education, including statutory.Some exposure to popular Management Information Systems used by schools/academies (e.g. SIMS, FMS, Integris, etc) | Application Form/Interview |

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| **QUALIFICATIONS:**Any high quality qualification related to training in and support of education applications. | Application Form/Interview |
| **EXPERIENCE:**Experience working as part of a multidisciplinary team managing education applications, databases and interfaces.Experience working in or with schools/academies/trusts.Specific application experience such as financial management and processing, assessment, relational database management, business intelligence. | Application Form/Interview |
| **SKILLS AND ABILITIES:**High level of numeracy and literacy skills, including the ability to read and assimilate a wide range of information and produce and present detailed guidance clearly and concisely.Ability to plan and deliver effective training programmes to a wide variety of clients.Strong Communication/interpersonal skills. Ability to communicate effectively with a range of professional staff and outside agencies, at a senior level. Able to liaise and negotiate proficiently.Ability to develop original ideas and solutions to complex problems, including knowledge of what is required to configure software packages to meet user needs.Strong organisational skills and a professional and pro-active approach to work. An ability to document work, manage time effectively and prioritise workloads appropriately, including when working under pressure.An ability to work collaboratively as part of a wider team and communicate effectively with colleagues and senior managers. | Application Form/Interview |

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| Demonstrable awareness of ITIL best practice.Demonstrable knowledge of the Data Protection Act and its practical application in a large organization. |  |
| **PERSONAL STYLE AND BEHAVIOUR:**A helpful, approachable and supportive nature.A commitment to the Education ICT Service and the maintenance of high professional standards. | Application Form/Interview |
| **OTHER SPECIAL REQUIREMENTS:**Full current driving licence (the post carries a casual user car allowance as the postholder may be required to regularly visit supported schools/academies around the local area.This role is subject to an enhanced DBS check. This is exempt from the Rehabilitation of Offenders Act (1974)Ability to adhere to NPW’s Equality Policy. | Application Form |