Job Description

Job Title: Senior Application Support Analyst	Service Area: Digital Services
Grade: NPW-PO5	**Job Number:** 016
Date last updated: July 2023	**Date of last evaluation:** January 2017

Our purpose is to advance children and young people's education and improve the lives of all members of the community. We provide solutions that free up leadership time allowing schools to concentrate on teaching and learning through a one-stop shop for school services. Providing flexible and bespoke support for schools' Education ICT, HR, Governor Services and School Management. All NPW employees are expected to deliver high performance, be focussed on continuous improvement and development, work flexibly, and be customer focussed.

Job Context

- The post holder reports to a designated School MIS Operations Lead

- The post holder has no line management responsibility

- The post holder has no budget responsibility

Key Measures

- To configure, maintain and support a range of education applications, databases and interfaces ensuring optimal performance and appropriate security

- To be responsible for the development and delivery of effective training programmes for school/academy staff

- To specialise in one or more areas of education applications such as, but not limited to, finance support, relational database management, school assessment and improvement

Key Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder 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 manage 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, licences 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

9. To evaluate and advise on MIS & finance related hardware and software for schools and academies.

10. To customise software to reflect the needs of schools, academies, LAs, DfE, and others. 11. To take the lead responsibility for either school/academy finance software , specific SIMS modules or other MIS related software support as per the requirements of the service. 12. To attend sites in the event of system failures or site specific issues, identifying and invoking appropriate actions, as required.

13. To maintain appropriate security for applications, databases, interfaces and any data stored, processed or transmitted, including user access controls and physical security.

14. To maintain documentation including support processes and end user manuals to ensure they remain accurate and appropriate.

15. To actively engage in meetings with colleagues, customers and suppliers, providing application expertise.

16. Restoring data in the event of hardware failure or loss of equipment.

17. To act as the contact point with regard to third party contractors, including monitoring their performance against the contract standards.

Training Service and Support

18. 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.

19. To prepare and maintain appropriate user guides.

20. 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. 21. Provide schools/academies with advice on appointing ICT staff, including interviewing when requested.

22. To have an overview of ICT Curriculum support to be able to advise and direct schools and academies, as required.

Other Duties

22. To participate in team meetings, training and other team activities.
23. To apply the behaviours within NPWs competency framework at the appropriate levels described within the person specification
24. 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

SAFEGUARDING
We are committed to safeguarding and promoting the welfare of children and young people. All employees are expected to share this commitment by ensuring that safeguarding procedures are followed in the course of their work.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with NPW. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Key criteria

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 proactive 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.

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- Demonstrable awareness of ITIL best practice.

- Demonstrable knowledge of the Data Protection Act and its practical application in a large organisation.

Experience

- Extensive experience of working as part of a multidisciplinary team managing education applications, databases and interfaces.

- Experience working in or with schools/academies/trusts.

- Specific business and application expertise and experience such as financial management and processing, assessment, relational database management, business intelligence.

Qualifications

- A recognised School Business Management qualification or Finance qualifications, Microsoft Qualification (MS SQL) or any other high quality qualification related to the management of education applications.

Knowledge

- Extensive knowledge of school/academy operations and recent developments in Education, including statutory.

- Extensive knowledge of popular Management Information Systems used by schools/academies (e.g. SIMS, FMS, Arbor, Bromcom, etc)

Personal Attributes and Other Requirement

- A helpful, approachable and supportive nature.

- A commitment to the Education ICT Service and the maintenance of high professional standards.

- 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 post requires an enhanced level of DBS checking and is exempt from the Rehabilitation of Offenders Act (1974)

- Ability to adhere to NPW's Equality Policy.

Core Competencies

The framework has various levels within each competency to make it relevant for all grade of employee. The table below details the competencies and levels that are required for this post. Please refer to the NPW Competency Framework, for the full criteria for each competency and level.

Customer Care and Service Delivery Understanding the needs of the customer and prioritising to ensure customer satisfaction.	2	• Develops internal relationships to improve service delivery • Introduces improvements to the way things are done to maximise customers' experience • Acts quickly to resolve problems and issues, giving priority to maintaining service to customers • Challenges poor services by others and helps them to improve
Collaborative Working Working with and understanding the roles of internal staff / service and external agencies.	2	• Puts own priorities to one side if necessary to support the greater need of the team • Recognises and values different contributions from colleagues – allocated the most suitable work based on individual skills • Keeps team informed and encouraged • Seeks views and opinions from colleagues and stakeholders, considering them when making decisions
Seeking Excellence Identifying potential for improvement in our own service area and NPW as an organisation.	2	• Uses feedback from others to self-develop and improve work processes • Listens to concerns about change and tries to find solutions • Adapts quickly to changes and encourages positive thinking • Encourages a culture of continuous improvement, clearly explaining the benefits of change
Communication and Relationships Ability to work effectively with other people via different methods, both inside and outside of NPW, building and promoting effective working relationships.	2	• Shows understanding of others viewpoints and ideas • Enhances communication through the use of visual aids and technology when appropriate • Shares information and communicates effectively with others • Provides active support to enable individuals to communicate and participate in communication • Successfully persuades people of the benefits of a particular approach / idea
Achieving Results How well we reach our individual objectives and deadlines, dealing with obstacles to ensure completion.	2	• Willingly accepts challenging goals • Encourages hard work and high standards in self and others • Takes responsibility for achieving outcomes and making appropriate decisions • Develop new ways of working to achieve results • Puts in extra effort to overcome difficulties

Specific Competencies

Forward Planning Having a clear plan for achieving objectives and monitoring progress	2	● Has contingency plans and fall-back options in place ● Regularly checks on progress against objectives and acts on findings ● Communicates plans to appropriate staff / stakeholders ● Develops/monitors and adjusts plan as necessary ● Plans and prioritises workload to ensure deadlines are met during busy periods

● Understands what makes up a budget and how to monitor

Financial and Resource Management 2

Managing the resources or budget
available, ensuring that we keep within
agreed limits and use this to the best effect.

Business Awareness

1

Understanding the direction and strategic
plan for our service area and NPW as an
organisation.

    spend against a budget
● Identifies items that may cause a budget to be overspent
    or underspent
● Knows how to prepare a projection of budget out turn ●
Aware of, and complies with, Financial Regulations and
procedures

● Shows understanding of the purpose of own job within the
    organisation
 ● Is aware of the services provided throughout all
      departments within the organisation
● Understanding the strategic themes and their importance
    to the business
● Shows understanding of the knock-on effects of mistakes
    and poor communication