

# FALMOUTH

## UNIVERSITY

### JOB DESCRIPTION

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<b>Job title:</b>	SITS Analyst
<b>Grade:</b>	This post has been evaluated at Grade 5
<b>Responsible to:</b>	Head of SITS Development
<b>Date:</b>	May 2021

#### **Job purpose:**

This post, working in liaison with the Digital Experience team is responsible for the technical management of the student records system (SITS) and e:Vision development. They will also be responsible for the support & development of SITS functionality and the implementation of any necessary client-server enhancements in support of SITS developments.

This role has a focus on support for SITS:Vision and development of e:Vision web functionality, such as online admissions, online enrolment and other projects as prioritised by the University.

The post will need to work closely with the Head of SITS Development and the SITS Team, as well as widely across many areas of the institution, including Admissions, Student Records, Student Programmes and Achievement, Accessibility, Product Development and FX Plus IT Services to fully implement technical developments.

#### **Health and safety at Falmouth University**

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University's arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

#### **Main duties and responsibilities**

1. To be responsible for all elements of the technical management of the student record system (SITS), and the technical elements of work involved in its support & development such as e:Vision web workflow development for online enrolment and other projects as prioritised by the University.
2. To plan and implement the work and priorities of e:Vision developments, working closely with a range of staff across the institution to ensure successful implementation.

3. To take responsibility for the technical project management and successful completion of product developments within constraints of scope, quality, time and cost to deliver specified requirements and meet client satisfaction.
4. To be responsible for e:Vision development in terms of; Tasks & Messaging, Vistas, Containers and Container options, IPP Processes, Web functionality using SRL syntax, SQL Scripts, e:Vision infrastructure, HTML & CSS.
5. To be responsible for client-server configuration and development, through the use of SITS Table update processes (TUP), system parameter settings (SYP), SRL development, T-SQL and SQL Server stored procedures/scripts
6. To be knowledgeable and proactive in the use of HTML5, CSS3, AA compliance, JavaScript and jQuery technologies in designing and implementing developments with a focus on user experience.
7. To provide analysis of key processes, looking for opportunities for efficiencies, which lead to the design of workflow and tasks. The interpretation of a design workflow into a working task process along with the ability to check that processes created meet user / business requirements. Within this is the remit to challenge existing processes to ensure that process efficiency is achieved.
8. To deliver training in the use of SITS and e:Vision both to end users and to other technical staff who may need to undertake development work. This will involve the production of technical guidelines and specifications for bespoke software modifications. The post holder will have responsibility for designing and producing training material as well as determining the most appropriate type of delivery.
9. To lead and direct the work of Tribal technical consultants producing technical specifications where required and monitoring the performance and outputs of the technical consultants with appropriate documentation created.
10. To provide technical support on the system, applications and databases and to primary users of the new solutions created through completion of escalated Service Desk calls. This is likely to involve working on complex issues that only occur infrequently but will lead to system improvements to prevent similar issues arising in future.
11. To have responsibility for the patching and upgrading of the SITS system, and ensuring that a full testing plan is implemented before any go live. Test plans will need constant updating as many parts of the system are bespoke and subject to change due to development project work. This also includes management of web configuration files using FMU.
12. To integrate new systems and processes into SITS and other University systems based on knowledge of SITS data and processes.

13. To identify any technical risks and issues with the SITS system, and to recommend resolutions and escalate problems as appropriate.
14. To make recommendations on further potential enhancement work.
15. To work closely with the all other teams within ICT and FxPlus IT Services to complete projects and to provide support and enhancement of existing systems developments.

#### **General duties and responsibilities**

16. To work within and actively support the equality and diversity policies and practices of Falmouth University.
17. To notify a more senior member of staff of any errors or concerns at the earliest opportunity.
18. To participate in the annual Performance Development Review process.
19. To ensure that the university's cross-cutting themes of partnership, equality and diversity and sustainability inform all activity related to the role.
20. To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.
21. To work within a framework of effective governance, ensuring compliance with relevant regulations, legislation/policies and procedures.
22. To be responsible for your own continuing self-development.
23. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.

#### **Health & safety requirements**

In relation to health and safety, you are responsible for ensuring that:

- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).

- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

**PERSON SPECIFICATION**

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**Job title: SITS Analyst**

Attributes	Essential requirements	Desirable requirements
Education/Qualifications	Graduate with degree level qualifications (or equivalent) in Computer Science or a related area.	ITIL Foundation
Experience/Knowledge	<p>Experience in the technical management of software application development, including the full development life cycle – analysis, design, coding, implementation and support phases.</p> <p>Significant demonstrable, experience of developing e:Vision solutions.</p> <p>Experience of supporting applications on Windows server 2012 or later and windows based PCs</p> <p>Experience of supporting MSSQL databases</p> <p>Demonstrable, experience of SITS client server configuration and development of SITS systems</p> <p>Substantial experience of CSS3 and HTML5</p> <p>Knowledge of using transact SQL</p>	<p>Project management</p> <p>Agile methodology</p>
Skills/Personal requirements	<p>Ability to work collaboratively as a member of a team and willingness to work within a skill sharing environment, including a commitment to developing own competencies.</p> <p>Ability to appreciate and embrace project objectives and to work effectively within the structure of a formal project management environment.</p>	

	<p>Ability to relate to and appreciate the needs of users and to manage all interactions in a professional manner using sensitivity, diplomacy and tact.</p> <p>Ability to work to agreed schedules and plans.</p> <p>Ability to deliver high quality work to target dates.</p> <p>Proactive in planning and managing own workload and contributing to/ coordinating work of others.</p> <p>Ability to manage competing demands, identify risks and issues and prioritise work effectively.</p> <p>Demonstrate an understanding of customer service</p> <p>Ability to problem solve complex issues</p>	
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