CITYLIT

INSPIRING PASSIONS · REALISING AMBITIONS

JOB TITLE:	MIS Lead Support Analyst
DEPARTMENT:	Management Information Systems
REPORTS INTO:	Director of Funding & Policy

OVERVIEW OF THE JOB

To manage the support, administration and enhancement of the College Management Information System (CMIS) to include management of support requests, system maintenance, supporting upgrades and system change as directed by the Director of Funding & Policy. As the CMIS technical expert you will contribute in supporting the wide range of business process improvements led by the college's wider IT development function.

KEY AREAS OF RESPONSIBILITY	KEY PERFORMANCE INDICATORS (KPIs)
People management	• To directly line manage a Support Analyst to achieve quality results
Process management	• Produce and maintain accurate documentation of system implementation, bespoke developments, processes, procedures, and reports. • Pro-actively assist in the provision of a reliable service to both internal and external users through a robust, well-supported and well-documented college management information system (CMIS). • Assist internal stakeholders to assemble system change requests and/or report design specifications that both fulfil their needs and are deliverable. • log support calls ensuring they are followed through to resolution • Assist in the training of users in the use of the software and departmental/City Lit processes. This includes the preparation of user guides, instructions, and training materials.
Technical	• Maintain a high level of data integrity on all college data sources through the provision of audit reports on system data and, where necessary, investigating and fixing inaccuracies and anomalies. • Pro-actively assist with the development of the College Management Information System, ensuring that platforms, formats, and coding are compatible with existing and planned systems. • Assist in the maintenance of reference data to ensure information remains consistent and compliant with City Lit requirements. • Action approved system change requests and/or report design requests within agreed timescales, to the highest level of quality and professionalism. • Liaise with the software contractor on configuration of the CMIS. • Actively participate in and support external and internal audits relating to the function's remit. • Maintain a working knowledge of funding methodologies in liaison with the Funding Manager. • Produce data, management information and analysis reports in a variety of formats for internal and external stakeholders.
Collaboration	• Work as part of a team and contribute to team meetings and cross college working parties. • Develop and maintain good working relationships with a wide range of people internal and external to the college (including

	senior managers, programme managers, administrators, frontline staff and software suppliers).
Other	• Liaise with external user groups and other forums regarding the continued development of the CMIS. • Attend relevant training events and meetings as required. • Actively seek to support users in the use of the college management information system, demonstrating and communicating best practice wherever practical. • To work at all times in accordance with and to further the policies and procedures of City Lit, including those regarding Health & Safety, Equal Opportunities, GDPR, Safeguarding and Customer Care. • Any other duties as appropriate to the post.

KNOWLEDGE/QUALIFICATIONS/ATTRIBUTES REQUIRED	SKILLS/EXPERIENCE REQUIRED
• A relevant degree/equivalent qualification, or evidence of substantial CPD • Ability to investigate, identify and follow a problem through to resolution in a methodical way. • Can work with a high level of accuracy in detailed work. • The ability to provide technical advice and guidance on matters bearing on the successful use of products and services. • Are collaborative and treat people with respect. • Can work on your own initiative under pressure to tight deadlines, managing conflicting priorities. • Excellent verbal and written communication skills with the ability to present complex data and concepts in a clearly and simply. • Can take the initiative to get things done. • Are flexible and open to and adapt to new ideas. • make suggestions to improve standards or make things simpler.	• Demonstrable experience of reading, writing and applying SQL and T-SQL scripts in support of databases in a multiuser environment. Microsoft SQL Server SQL essential, Oracle SQL desirable. • Proven experience of providing business system front-end and backend support, with experience of Tribal's ebs College Management Information System highly desirable. • Demonstrable experience of SQL Server administration including backups, schema and object management. • Demonstrable experience of supporting third-party business system/platform integrations, including REST API web services and linked servers. • Proven experience of working with complex relational databases, maintaining, supporting and interrogating them to provide a wide range of datasets, analysis and statistics. • Proven experience of successfully managing a team to develop robust, professional, easy to support and well-documented systems • Demonstrable experience of writing and deploying reports using MS Reporting Services and Power BI • Excellent numeracy skills with the ability to research manipulate and analyse large quantities of complex data, working with a high level of accuracy and attention to detail. • Excellent IT skills with the ability to use the Microsoft Office Suite to a high standard. • Have contributed to an organisation's development or success.

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HOURS OF WORK:	35 hours per week This post might include evening and occasional weekend work.
PAY:	£40-45,000 per annum