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| Last updated: | 10/04/2024 |

**JOB DESCRIPTION**

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| Post title: | **Systems Analyst** | | |
| Standard Occupation Code: (UKVI SOC CODE) | Please see [Occupation Codes (SharePoint.com)](https://sotonac.sharepoint.com/teams/UniversityofSouthampton-VisasandImmigration/SitePages/Occupation-Codes.aspx) to help identify a SOC code. | | |
| School/Department: | Student Administration and Academic Affairs (SAAA) | | |
| Faculty: | Student Experience Directorate (SED) | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Head of Student Systems | | |
| Posts responsible for: | n/a | | |
| Post base: | Office-based/Hybrid | | |

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| Job purpose |
| To analyse and document student systems for the purposes of identifying causes of issues and opportunities for enhancement as well as informing policies and procedures for routine maintenance that ensure student systems meet the needs of stakeholders. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To provide expert knowledge and advice on the structure and functionality of Student Systems to inform planning and delivery of upgrades, issue resolution and delivery of enhancements ensuring adherence to relevant policies and procedures. The expertise provided should include (not limited to):   * Interfaces with other systems * Academic and student lifecycles * Related administrative processes * Test solutions | 30 % |
|  | To design and deliver a variety of systems solutions to maximise service quality, efficiency and continuity through:   * Supporting upgrades * Producing and presenting user/functional requirements specifications * Gap analysis * Impact analysis * Development and maintenance of routine procedures | 25 % |
|  | To analyse systems issues and functionality against user/business requirements, documenting development requirements to a professionally recognised standard and working collaboratively with colleagues to ensure timely delivery. | 20 % |
|  | To draft reports and deliver briefings and presentations:   * For the team and iSolutions colleagues, on systems issues and solutions including any system and user acceptance testing requirements, affected datasets and testing strategies. * For users, on system changes and enhancements and impact on related administrative processes. * For Student Systems Support team, on potential queries and to inform development of a knowledge base. | 10 % |
|  | To attend internal and external meetings to assist with the planning, monitoring, management and administration of systems related initiatives and ensure that student systems issues are appropriately represented and reported. | 5 % |
|  | To support others in the team to build knowledge of student systems by mentoring new and existing staff. | 5 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| Internal   * Head of Student Systems, Senior Analyst, Student Systems Support Manager and Business Analysts * Professional Services and Academic stakeholders * SAAA managers * Student Systems users   External   * Software suppliers * Other institutions and relevant networks |

| Special Requirements |
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| * Demonstrate Southampton University behaviours (Embedding Collegiality – see Appendix 1). * Occasional out of hours working may be required to support key project deliverables, for example when issues relating to out of hours systems updates require communication. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification in systems analysis.  Experience of systems analysis and/or implementation, including production of standard documentation.  Proven experience of planning and progressing work activities within broad professional guidelines and/or broad organisational policy relating to systems analysis, development and implementation.  Understanding of how systems analysis will support the objectives of the Student Systems and University strategies.  Able to apply an awareness of principles and approaches to systems analysis in meeting team, departmental and University objectives. | Other IT related qualifications  Systems Analyst/Business Analyst qualifications  SQL  Knowledge and understanding of the policy, practices and procedures relevant to academic administration and the student lifecycle in UK Higher Education. | Application, interview & test |
| Planning and organising | Able to seek opportunities, plan and progress a broad range of activities within professional guidelines and University policy in an environment with changing and possibly conflicting priorities. | Experience of successful project management.  Experience working with Agile methodology | Application & interview |
| Problem solving and initiative | Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them. | Experience of the formal testing of computer applications software, including documentation of test results. | Application & interview |
| Management and teamwork | Able to proactively work with colleagues in other work areas to achieve outcomes.  Able to coordinate activities effectively, understanding the strengths and weaknesses of team members to ensure effective teamwork. |  | Application & interview |
| Communicating and influencing | Able to provide accurate and timely specialist guidance on complex issues.  Able to use influencing and negotiating skills to develop understanding and gain co-operation.  Excellent written and verbal communication skills. |  | Application & interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |

**Appendix 1. Embedding Collegiality**

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

