

**Role:** Education Systems Team Leader  
**Department:** Education Systems  
**Salary:** From £33,500 per annum  
**Responsible to:** Head of Applications & Development

### Job Purpose:

Support MIS applications and provide related advice and guidance to schools. Supervise a small team of staff. Has responsibility for ensuring delivery of specific training courses and the development of training courses. Organises and delivers chargeable consultancy services/visits for customers.

### Main duties and responsibilities:

- Schedules the work of applications support staff, taking account of individuals' abilities and the requirements of the work. Ensures all work is carried out and documented in accordance with required standards, methods and procedures and that any applicable configuration management procedures are adhered to.
- Puts in place and maintains procedures and tools for the correct recording and progressing of requests for support. Ensures that appropriate application support tools are available, and staff are trained to use them, and that adequate documentation for the applications supported is available and kept up to date.
- Ensures that requests for support are properly logged, assigned and responded to in a timely manner and according to agreed standards and procedures. Ensures users and other interested parties are kept informed of progress and that corrective action is taken to avoid or minimise delays.
- Monitors and manages performance of applications support activity. Takes full responsibility for effectiveness. Takes action to remedy deficiencies.
- Provides advice and guidance to less experienced colleagues as required.
- Accepts new releases of applications software from systems development staff or software suppliers.
- Plans the production of training materials, taking account of timescales, resources and quality requirement. Supervises the design and building of specific courses.

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- Teaches, instructs and/or trains students in relevant knowledge, techniques and skills using appropriate methods, equipment and materials. The students are likely to be of differing levels of ability and to have some understanding of the application and IT.
- Controls the development, training, and appraisal system for staff.

## Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company’s people strategy.

## Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company’s reputation for delivering high quality back-office services to its customers.

## Person Specification

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good general level of education - GCSE grade C or above in English and Maths or equivalent.</li> <li>• Relevant teaching/training qualification or relevant experience.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous MIS end user support experience for any of the MIS applications supported.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Able to write, develop and deliver training courses as required.</li> <li>• Ability to learn new software in depth quickly by taking responsibility for own development and improvement.</li> <li>• Able to organise own work, working accurately and efficiently in a busy environment.</li> <li>• Empathy with the inexperienced user of computer systems and a patient approach in explaining computer software operation.</li> <li>• Good interpersonal skills in order to communicate effectively by telephone, in writing and with third party contractors.</li> <li>• Able to work as part of a team and supervise staff.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• In depth knowledge and understanding of the core modules of the SIMS school administration software or other supported MIS.</li> <li>• Good broad knowledge and understanding of other areas of MIS software.</li> <li>• Expert level knowledge and understanding of specific modules of any supported MIS software relevant for this post (see Experience above).</li> <li>• Good knowledge of the Microsoft Office Suite of software and in particular how it works with MIS software.</li> </ul>

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