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| **Job Title** | Education Systems Consultant |
| **Updated** | 22/03/2023 |
| **Directorate** | ICT |
| **Unit/Section** | Applications |
| **Responsible to** | Education Systems Team Leader |

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| Job Purpose In a supportive and driven team, the Education Systems Consultant will work alongside our Education Systems Consultants, the Senior Education Systems Consultants, and the Education Systems Team Leader to provide support for schools who will be using one of the Management Information Systems; SIMS, Arbor or Bromcom. The role of the Education Systems Consultant is ultimately to provide MIS related advice and guidance to schools as necessary, to enable them to carry out their day-to-day duties in a timely fashion, resolve Issues that arise when things do not work as expected and to escalate issues for resolution to Senior team members or to software providers for further support.This role would suit a team player with either a background in SAAS/front-end application support or someone with experience working within a school with a sound knowledge of one or more areas of any one of the MIS Systems: SIMS, Arbor or Bromcom. However, full training and support will be provided to the right candidate. |

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| Accountabilities * Investigate issues/requests for support and determines appropriate actions to take to enable school staff accomplish specific tasks.
* Supported by the Senior Education Systems Consultants the Education Systems Consultant will be able to:
	+ Make modifications to system parameters.
	+ Develop workarounds to resolve queries.
	+ Document changing operating procedures
	+ Train users on how to use the system including our 1st line support team.
	+ Escalate requests to software suppliers for further assistance and support when required.
	+ Ensure all work is carried out and documented in accordance with required standards, methods, and procedures.
* Monitor progress of requests for support and ensure users and other interested parties are kept informed to ensure that issues and requests are resolved in a timely fashion.
* Expand on areas of competence through training and personal development.

**Footnote**: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post. |

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

**\*Criterion to be assessed via:**

**A = application form**

**I = interview questions**

**T = test or presentation at interview**

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| **Qualifications / Training**  | **Essential** | **Desirable** | **Assessed via\*** |
| GCSE English and maths or equivalent | **✓** |  | **A** |

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| **Knowledge/Experience** | **Essential** | **Desirable** | **Assessed via\*** |
| Good knowledge of one or more modules on any of the three MIS supported systems (SIMS, Arbor, Bromcom).  |  | **✓** | **A, I** |
| Sound knowledge of the Microsoft Office. | **✓** |  | **A** |
| Experience of providing IT and customer support and/or training to end users. |  | **✓** | **A, I** |
| Previous MIS experience either as an end user or in a supporting role. |  | **✓** | **A, I** |
| Experience of working in a school/educational environment. |  | **✓** | **A, I** |

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| **Skills/Abilities** | **Essential** | **Desirable** | **Assessed via\*** |
| Ability to learn and support in depth on various areas of the MIS – taking responsibility for own development and improvement. | **✓** |  | **A** |
| Able to organise own workload, working accurately and efficiently in a busy environment. | **✓** |  | **A, I** |
| Empathy with the inexperienced user of computer systems and a patient approach in explaining computer software operation. | **✓** |  | **A, I** |
| Good customer skills to communicate effectively by telephone, in writing and with third party contractors. | **✓** |  | **A, I** |

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| **Behaviours**  | **Essential** | **Desirable** | **Assessed via\*** |
| To always act professionally both internally in the way we treat our colleagues and business partners and externally in the image we project to our customers and suppliers. | **✓** |  | **A, I** |
| Appreciate and respect those who you work with and possess a can-do attitude. | **✓** |  | **A** |
| Be a team player. | **✓** |  | **A, I** |

**Code of conduct**

We expect our employees to always act professionally both internally in the way we treat our colleagues and business partners and externally in the image we project to our customers and suppliers.

**We expect all our team members to:**

* Be Caring – about their colleagues, their customers, and our business
* Be Trustworthy – and do what they say they are going to do
* Be Proud – of their role in the business, what they do and how they do it

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| **Job Holder’s Signature:** |  | **Date:** |
| **Print Name:** |  |
| **Line Manager’s Signature:** |  | **Date:** |
| **Print Name:** |  |