

JOB DESCRIPTION

DIGITAL EXPERIENCE

Job title: SITS Analyst

Grade: This post has been evaluated at Grade 5

Responsible to: Head of SITS Development

Date: March 2025

Job purpose:

The SITS Development Team is responsible for the technical management support and development of the student records system (SITS). This includes development & implementation of eVision and client-server enhancements. This post, as part of the SITS Development Team supports this work. This role has a focus on support for SITS:Vision and/or development & implementation of e:Vision web functionality.

The post will work closely with the Head of SITS Development and other members of the SITS Team, as well as widely across many areas of the institution. This will include Digital Experience, Applicant Services, Student Records, Student Programmes and Achievement, Quality Assurance and Enhancement, Student Support Services, Accessibility and FX Plus IT Services.

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

1. To provide technical support for SITS through incident and problem management in response to Service Desk calls. This will involve working on a wide range of issues from standard service requests to complex issues that occur infrequently. To use experience of system support to instigate system improvements to prevent similar issues arising in future.
2. To support SITS client configuration and development. This involving the use of SITS Table update processes (TUP), system parameter settings (SYP), SRL development, SRF development and may involve use of stored SQL scripts
3. To provide analysis of key processes, looking for opportunities for efficiencies, particularly those supported by changed use of SITS or new SITS/eVision developments. Checking that processes created meet user / business requirements. Within this is the remit to challenge existing processes to ensure that process efficiency is achieved.

4. To deliver training in the use of SITS and e:Vision both to end users and to other technical staff. This will involve the production of technical guidelines and specifications. The post holder will have responsibility for designing and producing training material as well as determining the most appropriate type of delivery.
5. To support technical projects to successful completion of product developments within constraints of scope, quality, time and cost to deliver specified requirements and meet client satisfaction.
6. To support the technical management of the student record system (SITS).
7. To support eVision development which may make use of Role Groups, Tasks & Messaging, Vistas, Containers & Container options, IPP Processes, SRL syntax, SQL Scripts, HTML & CSS, Process Manager and Project Manager.
8. To build and maintain a working knowledge of technologies required to undertake the role. This may include HTML5, CSS3, AA compliance, JavaScript and jQuery, SITS Reporting SRL syntax, SITS data housekeeping tools, SITS Batch Processing, SITS Table Update Processes (TUPs), System Parameters (SYP), Web Configuration Files (FMU), Global Update, SRFs
9. To work with external technical consultants including Tribal. This may involve producing technical specifications and monitoring performance and outputs.
10. To work with the SITS Development Team to identify, plan, develop and implement development opportunities for SITS & eVision working closely with a range of staff across the institution to ensure successful implementation and realisation of intended benefits.
11. To support patching and upgrading of the SITS system, ensuring that a full test plan is implemented before any go live.
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 work closely with the other teams within Falmouth University and FxPlus IT Services to support, develop and enhance SITS / student records system provision and to support the work of the University as its requirements from a student records system evolves and responsibilities.

General duties and responsibilities

1. To work within and actively support the equality and diversity policies and practices of Falmouth University.
2. To notify a more senior member of staff of any errors or concerns at the earliest opportunity.
3. To participate in the annual Performance Development Review process.
4. To ensure that the university's cross-cutting themes of partnership, equality and diversity and sustainability inform all activity related to the role.

5. To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.
6. To work within a framework of effective governance, ensuring compliance with relevant regulations, legislation/policies and procedures.
7. To be responsible for your own continuing self-development.
8. 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

Job title: SITS Analyst

Attributes	Essential requirements	Desirable requirements
Education/Qualifications	A degree level qualification or the equivalent aptitude.	ITIL Foundation
Experience/Knowledge	<p>Significant experience of the use of the SITS student records system.</p> <p>A good understanding of SITS entity structures and relationships</p> <p>An understanding of the application development lifecycle</p> <p>Experience of system administration and/or access control management for a large database system or EPR, preferably SITS</p> <p>Experience of development testing / release testing / user acceptance testing</p> <p>Experience of system/user support</p> <p>A practical understanding of waterfall project management or/or agile development</p>	<p>Experience of developing eVision solutions</p> <p>Experience of developing SRL solutions</p> <p>Experience of SITS data housekeeping</p> <p>Experience of transact SQL</p> <p>Practical experience of CSS, html, jQuery, JavaScript</p> <p>Experience of SITS client server configuration</p> <p>Experience of use of SITS system admin toolkit e.g Process Manager, Project Manager, Global Update, TUPs, SRFs, Batch Processing, auditing, xpc import/export</p>
Skills/Personal requirements	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.	

Skills/Personal requirements	<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>Demonstrate an understanding of customer service</p> <p>Ability to problem solve complex issues.</p>	
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