

Our mission is: 'Inclusion, realising potential; transforming lives'

JOB DESCRIPTION

Job Title: Systems Support & Integration Specialist

Responsible to: Systems Development Manager

Accountable to: Director of MIS

Job purpose

To ensure all college MIS systems and applications work together seamlessly and are reliably maintained.

Key responsibilities

- Provide first and second line technical support and troubleshooting for all internal end users in relation to MIS systems.
- Diagnose and resolve complex technical and integration related issues.
- Configure and support API and EDI integrations, migrating applications and databases, and helping connect systems and data sources across complex environments.
- Design, build and deploy integrations that improve efficiency and enhance operational performance.
- Liaise with internal and external stakeholders to establish requirements for new developments/systems and reports in line with college requirements.
- Lead on the ongoing maintenance and upgrades of all college MIS systems including but not limited to; EBS, OneGrade, Onefile, School Cloud, Century, Evolve.
- Lead on data migration, interface development and workflow automation.

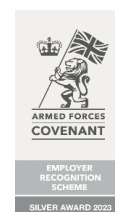
- To integrate and produce systems and reports to support Curriculum Areas in the monitoring of standards, quality and business performance.
- To work closely with the Systems Development Manager to support the reporting of key performance indicators.
- Establish and maintain systems and procedures to ensure the integrity and security of MIS data.
- To regularly monitor compliance with standards to the MIS Service Level Agreement
- To participate in networks associated with management information requirements and systems and to keep abreast of new developments to ensure the College is best placed to respond.
- Develop reports in SSRS and Power BI to help the college understand and measure performance indicators
- To develop and produce regular reports for the Corporation, the Executive Leadership Team and the College Management Team and respond to ad hoc data requirements.
- To undertake any other duties which are commensurate with the grade and responsibilities of the post.
- Deliver management information related training events.
- To provide cover for other members of MIS as appropriate.

Professional Standards

- Exemplify behaviours which drive behaviour in-line with professional standards.
- Maintain up-to-date knowledge of developments and best practice in your area to provide sound professional advice to the staff.
- Actively participate in professional development and training activities, developing your own personal networks and reflecting on your own performance.
- Be a role model of excellence and professionalism for all staff and students.

Responsibilities common to all Staff

- To establish, maintain and develop professional working relationships with colleagues.
- Follow all agreed Quality Assurance Mechanisms operating within the College and

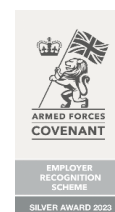


contribute generally to the establishment and development of a quality provision/service.

- The College operates a Performance Management Review Scheme through which objectives and development plans are agreed. All staff are required to participate in the scheme and, with their manager, are jointly responsible for the completion of agreed actions.
- The College is keen to ensure the health and safety of students, staff and visitors. All staff are responsible for complying with the Health and Safety at Work Act 1974 and ensuring no-one is affected by individual acts or omissions.
- The College aims to be a place in which people can work and study free from discrimination. All staff and students are required to comply with the College's Single Equality Scheme.
- To contribute to the College's Mission, Values and British Values.
- To be aware of, and responsive to the changing nature of the College and adopt a flexible and proactive approach to work.
- All employees are required as part of their duties to accept responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.
- To operate sustainably, ethically and responsibly, and to take action to increase efficiency and reduce consumption and waste

Responsibilities common to all Managers

- To establish, maintain and develop professional working relationships with colleagues.
- Follow all agreed Quality Assurance Mechanisms operating within the College and contribute generally to the establishment and development of a quality provision/service.
- To contribute to and promote the achievement of the College's Mission, Values and British Values.
- Participate in performance management review and take responsibility for the completion of agreed objectives.
- Participate in relevant professional development, ensuring others do the same.
- Ensure all staff and students comply with the Health and Safety at Work Act 1974.



- Ensure that all staff and students comply with the College's Equality & Diversity Policy.
- Be aware of and responsive to the changing nature of the College and adopt a flexible and proactive approach to work.
- Hold team meetings and disseminate College briefings, feeding back staff comments as appropriate.
- Accept responsibility for safeguarding, promoting the welfare of children and vulnerable adults and Prevent.
- To operate sustainably, ethically and responsibly, and to take action to increase efficiency and reduce consumption and waste
- Undertake any other duties commensurate with the grading of the post.

Review Arrangements

- This job description is not a rigid specification but identifies main responsibilities, which will be amended in the light of organisational need and in discussion with the postholder.

Working at the College

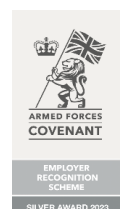
Our environment is inclusive, friendly and supportive, with high expectations for both staff and students. To thrive in our environment, you will need to be resilient, positive, able to work autonomously, have a strong work ethic, and put our learners at the heart of everything you do.

Our college values are:

We put our students and customers first - prioritising their inclusion, learning and progress, supporting their health and wellbeing and realising their potential

We recognise that people are our greatest asset – recruit and retain the most talented staff, investing in them to fulfil their potential, creating a wealth of opportunities for personal development and progression, creating a culture of co-prosperity, galvanising them through inclusive practice, recognising the difference they make and rewarding them for the work they do

We pursue excellence in all we do - a passion for inclusive, high quality education, training and skills solutions, holding ourselves to the highest possible standards, meeting (and exceeding) targets, making improvements, valuing creativity, supporting digital innovation and pedagogy

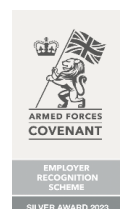


We embrace change - looking forward to the future, maintaining a growth mind-set, exploring new routes to inclusion, partnership and collaboration, harnessing AI safely and ethically for efficiency, digitalising and embracing new technologies, anticipating and responding to ongoing economic and social needs and demands

We collaborate and work in partnership with others - actively seeking opportunities to become more inclusive, working with others in the best interests of the college community and key stakeholders, delighting our customers

We operate sustainably, ethically and responsibly – adding social capital through inclusion, working to achieve net zero carbon targets and enhancing biodiversity, acting with integrity, with high levels of accountability and complete transparency, treating others fairly and with respect, communicating clearly, concisely and openly.

We are guided by the principles of sound financial stewardship and operational efficiency – balancing an inclusive educational character with cost effectiveness, ever-mindful of an increasingly risk-laden and unpredictable operational environment, the need for broader sensitivity analysis in budgeting and forecasting and the importance of mitigating risks that could affect the college's solvency.



PERSON SPECIFICATION

Qualifications

- Hold a degree in a Computer Science or IT related subject, or relevant experience in a similar role
- GCSE level 9 – 4, or equivalent, in English and Maths

Experience and knowledge

Essential

- Relevant experience of working with SQL Databases
- Experience in the design, testing, implementation and review of reports and reporting systems
- SQL Server Database Administration (design, implementation & support)
- Experience in Transact-SQL (T-SQL)
- Experience of working with SQL Server Reporting Services (SSRS)
- Experience of working with SQL Server Integration Services (SSIS)
- Microsoft Office including Word, Excel & Access
- Working in a similar role in an FE college

Desirable

- Experience of College performance data
- Experience of Power-BI
- Exposure to data-warehousing projects
- Working with a student record system (Tribal EBS preferred including Workflow)
- Experience of third party MIS software including: 4Cast, OneGrade, Evolve
- Experience integrating third party systems such as Microsoft forms, EPOS Till system, Century
- Experience of web based or client-based application development

Skills and abilities

- Excellent analytical skills
- Good oral and written communication and interpersonal skills
- Ability to multi-task and be able to deal with changing priorities
- Be able to work under pressure to deadlines
- Excellent organisational and customer service skills
- Attention to detail, timeliness and accuracy

Updated October 2025

