ERSKINE STEWART'S MELVILLE SCHOOLS

JOB TITLE	Supporting Applications Lead
DEPARTMENT	ICT Department
REPORTS TO	Director of ICT & Data Services

ROLE DETAILS	
PURPOSE OF THE ROLE	Work with stakeholders across the school to understand key business and functional requirements of the Schools supporting systems and ensure they are delivering against these, by translating into system design, configuration and ultimately tested and supported systems. Ensure that complex issues that are not resolved by the helpdesk team are resolved quickly, and stakeholders are kept up to date on progress. Continually look for improvements and opportunities to automate and refine school process using the digital capabilities provided by the systems selected.
ACCOUNTABILITY	The Supporting Applications Lead is directly accountable to the Director of ICT & Data Services.
AUTHORITY	The Supporting Applications Lead has authority as delegated by the Director of ICT & Data Services
RELATIONSHIPS	The Supporting Applications Lead will work very closely with the other members of the ICT department, as well as key stakeholders across all areas of the school, that includes both support and teacher facing departments.

DUTIES AND KEY RESPONSIBILITIES	**Supporting Applications** - To assist with the setting up and monitoring procedures to ensure accuracy in managing data - To assist with the provision of appropriate training and documentation for supporting systems users to empower the users to use of the system to fulfill their own business needs - To maximize the use of core data in other applications - To maintain, manage and keep supporting applications up-to-date, such as (but not limited to) CPOMs, MSP, Firefly, SOCs, Lightyear, Vectare, GL Assessment, Room Booking and InTouch - Assist & support staff and parents in the use of key supporting systems - Investigate & maximise the best use of the supporting systems - Ensure the security of the supporting systems is maintained and staff have the correct access. - Liaise with suppliers support desks on any issues that impact on the performance of the systems within the school - Advise and support on applications that are integrated with iSAMS, when required, making use of extensive business and systems knowledge of the Supporting Applications Lead.

	• To liaise with all departments on behalf of the ICT Department to ensure compatibility and efficiency among applications. • Advise and support ICT colleagues in the use & integration of other ESMS database applications as well as the introduction of new applications and procedures. Especially the Data and Reporting Lead & Management Information Systems Lead. • To conduct initial studies on the feasibility, costs and benefits of proposed solutions specific to ESMS requirements involving the development or acquisition of software applications and to provide written or oral presentations to management as required.

PERSON SPECIFICATION		
	Essential Criteria	**Desirable Criteria**
Experience	• Extensive experience of business analysis in a relevant type of business. • Proven significant experience including implementation of software applications, Business analysis & Project Management	• Experience of working in private education or similar • Experience in working with management heads and SLT
Education/Qualifications	• Educated to Degree level in a related discipline	• Postgraduate or professional qualification in related degree
Skills/ Abilities/ Capabilities	• Excellent analytical, strategic planning and execution skills. • Excellent problem-solving skills and able to develop tailored solutions that meet the business. • Ability to develop and communicate the • demand vision, and inspire, motivate and develop staff. • Takes accountability and has a strong sense of ownership. • Commitment to a high-quality customer service • Strong understanding of the business organisation. • Ability to work independently and a as a member of a team. • Good understanding of the needs of the business and the current market solutions.	• Knowledge of a recognised business or systems analysis technique • Knowledge of PRINCE2 • Knowledge of software tools for project management
Personal Attributes	• Ability to build trust and display integrity. • Excellent listening, communication, and presentation skills. • Ability to build effective relationships in a complex management environment. • Ability to work collaboratively with key team players.	

	• Creative and innovative thinking and a willingness to adapt to change. • High professional and personal standards.	