Job Description

Post/Job Title:	**Student Records System Support Technician**
Reference:	**638**
Faculty/Professional Service:	**Academic Services**
Group/Section:	**Student Records and Reporting**
Location:	**Any University location**
Normal hours per week:	**37** ***Note:*** *Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.*
Grade:	**5**
Accountable to:	**Student Records System Support Manager**
Accountable for:	**N/A**

Job Purpose

Maintain the operational management of the student record (SITS) through the provision of specialist end-user and technical configuration support. Create and maintain comprehensive and detailed technical documentation cataloguing BU's bespoke student records configuration. Deliver appropriate end user support for all student recordrelated system issues.

Main Responsibilities

1. Document and support all relevant student record solutions (including e:Vision/myHub interfaces and workflows) ensuring that, where possible, SITS processes are simplified and consistent across the organisation and effectively support all end-user communities.

2. Deliver appropriate support and guidance to the student record user community including the provision of second line support for all queries referred by IT Services. Investigate and resolve complex student record-related issues, implementing effective solutions within appropriate timescales. Keeping stakeholders updated and informed via timely comms.

3. Coordinate the annual rollover of all relevant e:Vision/myHub solutions in accordance with business needs. Identify any potential developments with the rollover and liaise with relevant colleagues to plan, schedule and undertake related work. Coordinate all configuration and data changes required to safeguard a timely and successful rollover of all relevant SITS solutions. Provide system support for other key academic activities including admissions, clearing, enrolment.

4. Review, develop and maintain robust user permission policies that take account of roles and responsibilities and manage staff movers and leavers. Adjust access to facilitate specific activity e.g. UCAS Embargo and Clearing to ensure that comprehensive data sharing restrictions are deployed, and embargos not breached.

5. Support role in the testing and deployment of student record releases, upgrades and patches. Prepare, coordinate and deliver support and guidance to appropriate University staff as required.

6. Undertake appropriate auditing and data cleansing including extraction, transformation and derivation to ensure the data contained within SITS is comprehensive and quality assured. Track internal and external factors that

    impact the student record system and contribute to the creation and enhancement of processes and data audits to ensure the student record remains fit for purpose.

7. Develop and maintain effective working relationships with, and provide information, advice and support to, academic and administrative staff at the University and Partner Institutions in relation to the student record system and in accordance with the University's regulations, policies and procedures.

8. Attend regular meetings/working groups with key stakeholders to ensure two-way communication and liaison, acting as a representative of Academic Services across the university.

9. Be a proactive member of the wider Academic Services team and activity participate in discussions with colleagues to identify on-going service improvements and opportunities for more effective working practices.

10. Development of performance measures and monitoring against agreed standards, ensuring that all aspects of work achieve high levels of service excellence.

11. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy.

12. Supporting BU wide events and activities e.g. Enrolment, Graduation, Confirmation and Clearing, External Audits.

13. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services.

Contacts

Internal: All BU staff and students

External: All BU stakeholders

Information Governance Responsibilities

Data User
i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Data Steward
i. Inspect, manager and monitor Information Governance compliance within their area. ii.
Identify and manage data protection risks for the data used within their team/function.
iii. Supervise what data is stored where, in what format and its quality throughout its lifecycle through to its appropriate deletion/destruction.
iv. Ensure access is provided where there is a clear justification and removed when it is not required.

v. Ensure appropriate safeguards are in place to protect data (e.g. physical and technical controls, and local processes and procedures are development, implemented, followed and regularly reviewed).

Safeguarding and Regulated Activity
If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

<u>Additional Information</u>

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

March 2026

Person Specification

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Faculty/Professional Service:	Academic Services

SELECTION CRITERIA	Essential/ Desirable

Knowledge (including experience & qualifications)	
Educated to degree level or equivalent (Work experience will be applicable and can substitute for qualifications).	E
Experience of working within Higher Education and with a knowledge of a student records system.	E
Experience of providing system support for a diverse range of technical and procedural issues.	E
Experience of working within a complex organisation.	E
Technologically aware and innovative.	E
Experience in an analytical role.	D
Experience of using SITS including a good understanding of the principles that govern the system.	D
Skills	
Excellent problem solving and analytical skills including ability to investigate problems and design and implement appropriate solutions.	E
Excellent interpersonal skills with the ability to work co-operatively and establish highly effective working relationships with stakeholders at all levels.	E
Excellent written and verbal communication skills with demonstrable ability to understand, interpret and simplify complex systems and processes, produce clear and concise documentation and effectively explain these to stakeholders at all levels.	E
Proactive learner with ability to learn new systems quickly.	E
Ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines.	E
Confident, unbiased and open-minded, able to inform and influence outcomes.	E
Ability to quickly assimilate complex information and decide on the most appropriate course of action.	E
Extensive experience configuring and/or supporting a student records system or equivalent complex information system.	D
Proficient technical skillset e.g. SQL, SITS SRL, SQL, e:Vision	D
Attributes	
Demonstrable customer service orientated approach and commitment to service excellence	E
A methodical approach to process; an aptitude for accuracy and attention to detail	E

Ability to develop and maintain professional relationships of respect, trust and support between all staff and students	E
Ability to work flexibly under pressure whilst working to tight deadlines	E
Ability to work proactively and independently and as part of a team.	E
Excellent planning and organisational skills and ability to prioritise conflicting demands and meet challenging deadlines.	E
Creative and innovative approach to finding solutions.	E
Commitment to personal and professional development.	E
Personally resilient and able to keep calm under pressure	E
Willingness to adjust working hours according to service needs	E