LONDON SCHOOL OF HYGIENE & TROPICAL MEDICINE

SITS Technical Analyst

GENERAL INFORMATION

The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. Our mission is to is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Founded in 1899, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services.

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources.
Our diverse research talents, skills and experience, underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

We have 3,000 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,000 face-to-face Master's and Doctoral students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 55,000 participants globally.

LSHTM performs strongly in various global university league tables. In the 2018 Shanghai World Ranking we placed 151-200 overall, and ranked 3rd in public health, 40th in clinical medicine, and 76th in human biology. In the US News Best Global Universities Ranking 2019, we ranked ninth in the UK overall and 13th in the world in the fields of social sciences and public health in the 2019 QS World University Rankings.

In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health and social sciences and biomedical. LSHTM ranked first in Europe for research impact in sciences, based on its proportion of

publications that belong to the top 1% most frequently cited publications, in the 2018 CWT Leiden Ranking.

LSHTM was named University of the Year 2016 by Times Higher Education and awarded a Queen's Anniversary Prize for Higher and Further Education in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. (LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates).

We seek to foster and sustain a creative and supportive working environment based upon an ethos of respect and rigorous scientific enquiry. We embrace and value the diversity of our staff and student population and seek to promote equality as an essential element in contribution to improving health worldwide.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

JOB DESCRIPTION AND PERSON SPECIFICATION

POST:	**Technical Analyst (SITS)**
DIVISION/DEPT/UNIT:	ITS
RESPONSIBLE TO:	Business Systems & Integration Manager
GRADE:	**PSP6**

IT Services and Infrastructure

IT Services is responsible for a broad range of IT, web, e-learning and audio-visual/multi-media services for LSHTM. The section consists of the following groupings: Networks, Systems, Customer Services, Audio-Visual, Learning support and Web Services.

The post holder will join eleven other members of the Systems team, responsible for maintaining, developing and supporting all core networked systems, data centres, storage, server hardware and software & desktop services. IT Services, as a whole, comprises over 40 specialist staff and an administrator.

The School's systems are delivered on a variety of operating system platforms. Most external-facing and network security/management systems are provided on a SLES / Linux platform; core file services are currently delivered on a clustered SLES environment, while the School's Business Information Systems and other services utilise Windows server. Email is provided by MS office365.

The School's directory service is delivered using MicroFocus eDirectory, and this platform forms the basis, along with the MicroFocus Identity Management solution suite, of our current implementation of identity management and automatic provisioning, and our future plans in this area.

Servers and core network equipment are housed in two high-specification data centres in different geographic locations. Each data centre has an independent external connection. There are in the region of 1500 networked PCs, most of them running Windows 10 and managed using MicroFocus ZENworks. There is a small community of Macintosh users.

Application Management and Support Team

Working in the Business Systems and Integration Team (BSI) within the larger Systems Team, the Technical Analyst (SITS) is one of a team of staff who support, manage and develop the School's networked systems across OES, Linux, and Windows servers.

Within this environment the Business Systems and Integration Team (BSI) concentrate on support, management and development of the main School business systems (financial, human resources and registry), along with the existing and potential integration of these and other facilities with our main identity vault and authentication regimes.

The Technical Analyst (SITS) supports and develops the School's SITS student records system. This will include day-to-day support as well as the ongoing development and maintenance of the SITS system(s), their core functionality and integration potentialities.

JOB DESCRIPTION

Job Purpose

The role holder will be a member of the Application Management and Support team, reporting to the Business Systems & Integration Manager (BSIM). The role holder will also work closely with another Technical Analyst and a DBA.

The role holder's core responsibilities include:

- Responsible for the day-to-day administration and support of the School's SITS student record system.
- Act as the primary technical contact for all matters related to the SITS system.
- Facilitate workshops and training sessions to support the on-going education and development of the SITS system users.
- Attending user meetings to provide technical advice on options and present options for technical solutions using software demonstrations, walkthroughs and prototypes.
- Using expertise and knowledge to identify potential enhancements and resolve specific operational issues with the core business applications which the BSI Team supports (SITS, ResourceLink and Agresso)
- Offering application development and maintenance of the SITS system in conjunction with the School's core business applications, including the e:Vision portal and Windows platform support
- The testing and implementation of all new releases, upgrades, enhancements and configuration changes to the School's core business applications, liaising with vendors and/or other technical contacts
- Provide comprehensive system and user documentation
- Developing a close working relationship with users of the School's core business applications

Responsibilities

1. Provide primary technical support for users of SITS including maintaining a log of issue reports and enhancement requests, including developing online e:Vision functionality to streamline processes and provide an enhanced user experience

2. Provide second-line support for users of ResourceLink and Agresso including maintaining a log of issue reports and enhancement requests

3. In consultation with the BSIM and other technical support staff, ensure that the applications managed by the section are patched and upgraded according to vendor recommendations

4. Develop and maintain interfaces to and from SITS, ResourceLink and Agresso, within and outside the School

5. Provide general database administration support for the core business systems

6. Implementation and testing of developments, patches and upgrades for SITS, ResourceLink and Agresso using tools and languages including Standard Reports and Letters (SRL), JavaScript/Ajax, HTML and CSS templates, XML/XSL, and SQL scripts. This includes the maintenance of comprehensive test and development environments

7. Ensure all developments and changes to configuration items are documented in a project library and audited by IT security and compliance, where appropriate

8. Responsible for the general administration of the platform(s) supporting SITS (and other core business systems), including backup and disaster recovery strategies and testing

9. Participate, as required, in forums, and other stakeholder engagement activities, with staff across the School (including ITS support staff) involved in the management and support of student lifecycle processes, HR processes and Finance processes

10. Capture and document user requirements for changes or enhancements to the School's core business applications, Be able to work with the Project Office to construct the business case for the change or enhancement; acting as a project manager for developments and projects as appropriate

11. Continuous assessment and analysis of business processes in order to improve both systems and the end-user experience using formal data modelling techniques and workflow design where appropriate

12. Development of bespoke forms and reports for SITS, ResourceLink and Agresso using the tools provided with the applications and/or third party reporting tools

13. Provide training, as required, for small groups of users in all aspects of the use and development of SITS and the other core business systems

14. Develop and maintain a readily-accessible set of user-focussed support documentation, including a knowledgebase and appropriate self-help offerings

15. Undertake any other duties as reasonably delegated by your line manager

16. Manage your own continuous professional development, internal collaborations and external networks, in order to contribute to service quality, research excellence and innovation

17. Demonstrate the School's values through your behaviour at work, including your duties and responsibilities in respect of equality and diversity, health and safety, data protection, and any other legislative requirement.

PERSON SPECIFICATION

Qualifications

	The successful candidate should:	Essential/ Desirable	Tested by*
1	Hold an undergraduate degree or have equivalent practical experience	Essential	A, I
2	Completion of intermediate or advanced training courses in *at least two* of the following or have equivalent practical experience: AJAX/JavaScript, XML/XSL script, CSS, HTML, SQL	Essential	A, I

Background & Experience

	The successful candidate should have a background in, or experience of:	Essential/ Desirable	Tested by*
3	Application development and deployment, including the use of appropriate development & test environments and tools for testing and debugging	Essential	A, I
4	A comprehensive knowledge of the SITS Client and e:Vision including developing solutions in SRL syntax and SITS system tools	Essential	A, I
5	Experience of Windows system administration	Desirable	A,I
6	The PRINCE2 project management methodology or the Agile software development environment	Desirable	A, I
7	Experience of ITIL and IT service provision, preferably within a HE environment	Desirable	A, I
8	Working in a structured environment with the ability to work closely to program specifications and related technical documentation	Essential	A, I
9	Participating in user acceptance testing sessions	Desirable	A, I

Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential/ Desirable	Tested by*
10	Application development using AJAX/JavaScript, CSS and HTML, including principles of Web accessibility, usability, and cross-platform deployment	Desirable	A, I
11	Web Service protocols (RESTful, SOAP) and APIs	Desirable	A, I
12	XML/XSL scripting	Desirable	A, I
13	Analysis of business processes, the use of formal data modelling techniques and workflow design	Desirable	A, I
14	SQL to at least an intermediate level	Essential	A, I
15	The development, implementation and maintenance of at least two of SITS, ResourceLink and Agresso Finance systems	Desirable	A, I
16	Report writing using SITS SRLs and/or Cognos reporting tools	Essential	A, I

Skills & Competencies

	The successful candidate should demonstrate:	Essential/ Desirable	Tested by*
17	Ability to produce clear and concise documentation	Essential	A, I

18	An ability to work closely to program specifications and related technical documentation	Essential	A, I
19	Experience of working as part of a team in a project and/or service setting	Essential	A, I
20	A strong customer focus – demonstrating a thorough understanding of customer requirements	Essential	A, I
21	Experience of teaching small groups	Desirable	A, I
22	Ability to recognise and address the interoperability challenges posed by a devolved IT structure and mixed platform environment	Essential	A, I

* A = application; I = interview; T = test

SALARY AND CONDITIONS OF APPOINTMENT

The post is full-time and permanent. The salary will be on the Professional Support Pathway Grade 6 scale in the range £40,011 to £45,437 per annum inclusive. The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Director's Days". Membership of the Pension Scheme is available. The post is based in London, Keppel Street.

ASYLUM & IMMIGRATION

The School will comply with the Immigration, Asylum and Nationality Act 2006, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UK Visas and Immigration to enable sponsorship of migrant workers. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.

Further information about Certificate of Sponsorship and eligibility to work in the UK, can be found at: www.ukba.homeoffice.gov.uk/employers/points