

JOB DESCRIPTION



Job Title: SITS Technical Analyst
Department: Information Technology Services
Faculty/Professional Service: Central Services
Location: London
Reports to: Enterprise Systems Manager
Full Time/Part Time/Casual: Full Time
Grade: 6
Overall Purpose of the job: The role holder will be a member of the Application Management and Support team, reporting to the Business Systems Manager (BSM). The role holder will also work closely with another Technical Analyst and a DBA.
The role holder's core responsibilities include: <ul style="list-style-type: none">• 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 BS 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

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing education in public and global health.

Our mission 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.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and

included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

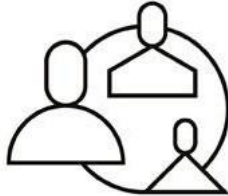
To discover more about LSHTM please click [here](#).

Our Values

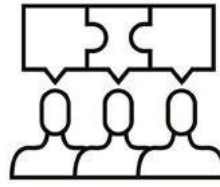
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. To find out more please click [here](#).



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY/DEPARTMENT INFORMATION

IT Services

The mission of IT Services is to support the teaching, research and learning activities of the staff and students of the School through:

- the provision of a robust and effective computer network
- the provision of prompt and efficient computer user support
- the development of new facilities and services relevant to the School's changing needs

IT Services is made up of 4 area groups which are split into 10 different teams, all overseen by the ITS Director.

Main Duties and 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 BSM 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.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E/D
Education, Qualifications and Training	Hold an undergraduate degree or have equivalent practical experience	E
	Completion of intermediate or advanced training courses in <i>at least two</i> of the following or have equivalent practical experience: AJAX/JavaScript, XML/XSL script, CSS, HTML, SQL	E
Experience	Application development and deployment, including the use of appropriate development & test environments and tools for testing and debugging	E
	A comprehensive knowledge of the SITS Client and e:Vision including developing solutions in SRL syntax and SITS system tools	E
	Experience of Windows system administration	D
	The PRINCE2 project management methodology or the Agile software development environment	D
	Experience of ITIL and IT service provision, preferably within a HE environment	D
	Working in a structured environment with the ability to work closely to program specifications and related technical documentation	E
	Participating in user acceptance testing sessions	D
Knowledge Skills & Competencies	Application development using AJAX/JavaScript, CSS and HTML, including principles of Web accessibility, usability, and cross-platform deployment	D
	Web Service protocols (RESTful, SOAP) and APIs	D
	XML/XSL scripting	D
	Analysis of business processes, the use of formal data modelling techniques and workflow design	D
	SQL to at least an intermediate level	E
	The development, implementation and maintenance of at least two of SITS, ResourceLink and Agresso Finance systems	D
	Report writing using SITS SRLs and/or Cognos reporting tools	E
	Ability to produce clear and concise documentation	E

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

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Feb 2026

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the LSHTM salary scale, Grade 6 scale in the range £45,728 - £51,872 per annum pro rata (inclusive of London Weighting).

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 "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM operates a Hybrid Working Framework which, alongside agreed service requirements, enables teams to work more flexibly where the role allows - promoting wellbeing and a better work/life balance. Please note that roles based in London are required to work on-site a minimum of two days per week.

Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, 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 job classification, skill level, salary or qualification requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore, we cannot progress applications from candidates who require sponsorship to work in the UK.