



IMS Support Specialist (SIMS .net)

Person Specification and Job Description

Role Profile

<u>Job Title:</u>	IMS Support Specialist (SIMS .net)
<u>Department:</u>	Information Management in Schools (IMS)
<u>Grade Range/Salary:</u>	£25,029 – £29,664
<u>Hours:</u>	Full time - 40 hours per week (8 hrs a day including 1 hour lunch)
<u>Package:</u>	28 days holiday per annum (inc 8 statutory days)
<u>Location:</u>	Head Office (Croydon) / Field based (London & Home Counties). We expect most of your time will be at Head Office with the occasional school visit
<u>Reports to:</u>	Charlie Bennett (MD)
<u>Responsible for:</u>	N/A
<u>Role Purpose:</u>	Providing SIMS support to Nursery, Primary and Secondary schools. Assisting school staff in the use of SIMS .net and FMS and resolving technical queries via remote helpdesk support. Performing SIMS upgrades and termly health checks and data transfers and migrations. This position may also incorporate some supervisory responsibilities for other IMS staff.

Specification

<u>Essential Knowledge:</u>	Excellent knowledge of SIMS .net and FMS. Understanding of school structure and procedures
<u>Essential Skills and Abilities:</u>	Excellent customer service skills Friendly and helpful Ability to work as part of a team or on own initiative Exceptional telephone manner Calm under pressure and the ability to work to tight deadlines Time Management Skills Good attention to detail and a logical approach to problem solving. Positive attitude with good self motivation to develop Reliable
<u>Essential Experience:</u>	At least 2 years experience working as a SIMS data manager/administrator in a school or supporting SIMS for a Local Authority or support team.

Desirable Knowledge:

A basic knowledge of Quality Control Management and its importance in delivering services to a high standard

A good working understanding of FMS and how it is used in schools

Desirable Skills and Abilities:

The ability to support and supervise other IMS staff

Advanced technical skills

Project Management

Desirable Experience:

Writing clear and concise Work Instructions and Procedures

Experience of working with RM CC3/4 or similar

Educational Operating System

Special Requirements:

Full UK Driving Licence

Satisfactory enhanced CRB check before employment commences

Broadband internet connection at home

Key Accountabilities

Key Accountabilities of Role

Key Elements of Accountabilities

Helpdesk Support

- Acting as 1st and 2nd line support on the IMS Helpdesk and liaising with other IMS Support Staff to resolve faults
- Reporting on in-progress & closed support calls to schools and 3rd parties including support partners (Capita, RM)
- Escalating support calls to other IMS Support Staff when appropriate or directly to suppliers (Capita, RM)

New School Procedure

- Onsite fact find
 - o Assessment of Management Information Systems
 - o Obtaining relevant contact details
 - o Report back on any required pre-requisite work and arrange completion
- Installation of remote support software
- Liaise with relevant MIS software supplier to confirm our support with the school

Core Service Support

- Providing user support to schools and colleagues on the following:
 - o SIMS .net & FMS Modules
 - o School Census
 - o Workforce Return
 - o Key stage returns
 - o MIS updates
 - o New functionality and fixes
 - o New IMS technologies (software and hardware)

Project Co-ordination & Implementation

- Understand and use project procedures from initial enquiry to project completion
- Liaising with all relevant parties including the applicable school, Matrix departments and Line Manager
- Create Project
 - o Assign new project number using project tracker
 - o Develop Project Analysis
 - o Create Pre-requisites
 - o Create Order form
 - o Create project folders
- Project co-ordination
 - o Liaise with Support staff and assign duties
 - o Oversee project to completion
- Update project tracker
- Basic & Advanced installation work:
 - o New installations of IMS software
 - o Server migrations
 - o Installation of enhanced IMS features (e.g. electronic registration)
 - o Installation of IMS related software where covered under a schools support contract
 - o Admin hardware installations and rebuilds (e.g. workstations and servers)

IMS Upgrades and Health Checks

- Performing upgrade procedures
 - o Pre-Upgrade routines (testing upgrades and booking installations in with schools)
 - o Pre-Upgrade backups
 - o Upgrade installation
 - o Post upgrade testing
 - o Reporting to schools
- Dealing with escalated termly health check issues
- Carrying out advanced admin server health check (at least twice yearly)
- Informing staff of all future IMS upgrades

Quality Control

- Staying informed of current IMS technologies
- Checking procedures are being followed
- Writing and Updating Procedures and Work Instructions:
 - o IMS installations
 - o Help desk procedures
 - o IMS upgrades
 - o Admin Hardware installation
 - o Server Migrations
 - o New school procedures
- Liaise with Quality Control and Line Manager to approve documents
- Liaising with the relevant parties and your line manager to resolve complaints and non-conformities
- Reporting any quality control issues and exceptional standards of work to your Line Manager
- Carry out risk assessments where required and notify HR/QC of any health and safety hazards/risks

Human Resources

- Assessment and development of IMS Staff competence and training by shadowing, supervision and signing off
- Report progress or any issues to applicable Line Manager

Other

- Fulfil all roles and responsibilities of anyone subordinate to you in the IMS Support Department
 - Undertake other such duties as Matrix consider appropriate
-