UNIVERSITY OF SUSSEX

happy to talk flexible working

1. Advert

Post Title: Software Analyst (Platforms)
Division: IT Services
Hours: Full Time 36.5 hours. Requests for flexible working options will be considered (subject to business need).
Location: Brighton, United Kingdom
Reference: 21786
Salary: Starting at £32,982 to £37,099 per annum, pro rata if part time
Placed on: 04 October 2023
Closing Date: 30 October 2023. Applications must be received by midnight of the closing date.
Expected Interview date: To be confirmed
Expected start date: To be confirmed

About the role

This is an exciting and challenging role within the Platforms Team – Productivity and Collaboration. This team provide 2nd and 3rd line support the variety of applications used at the university for communication and productivity activities which includes M365 applications (Exchange, MS Teams, OneDrive, SharePoint, Office) and other similar applications such as Box and Zoom. This role will provide end user support for services and timely resolution of incidents and escalate where required. It will require working closely with the Software Administrators within the Platforms Team and other colleagues within the IT department and wider university. This role will be central to identifying issues, collating feedback, monitoring performance and facilitating the improvement of end user experience and procedures and help deliver cloud security and compliance and consolidation of existing legacy file storage into the M365 environment.

About you

Applicants should have a passion for excellent customer service, and experience of working in a challenging and changing environment. You will have experience of providing support for M365 applications, be a problem solver and the ability to work on your own initiative. You will be a team player, have excellent communication skills and an eye for detail and be able to explain complicated information clearly and effectively.

About our Division

Led by our Chief Digital Transformation Officer and his Leadership team, we are now embarking on an ambitious programme of change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. This University will be a very different world in years to come and aspires to achieve levels of performance and digital delivery yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to

install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

Why work here…

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:
- Generous pension scheme 12% total Pension Scheme(grades 1-6)
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave though our Scheme for a great home and work life balance
- Discounts of public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan.
- Considerable discount on our on-site Gym Facilities because we care about our employees' Health and Wellbeing.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students, and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. Job Description and Person Specification

Job Description

Post title:	**Software Analyst (Platforms)**
Professional Services unit:	IT Services
Location:	Shawcross, University of Sussex
Grade:	6
Responsible to:	Platform Owner (Platform Name)
Direct Reports:	None

Role Description

The [Platform Name] team provides IT services and capabilities that play a critical role in the delivery of [Platform Descriptor] across the University's Schools and Divisions.

The Software Analyst [Platform Name] plays a pro-active role within the team to identify, estimate, articulate and build new or enhanced features and capabilities for the products and services within the scope of the platform, focussed on activities that deliver the highest business and customer impact.

Principal Accountabilities

1	Carry out analysis, reporting and other business support activities that contribute to the achievement of departmental priorities and goals.
2	Contribute to the development of a strong data and evidence led approach to decision making by providing robust and insightful data on agreed performance indicators.
3	Help to standardize the use of metrics and analytics across the department and to provide advice to colleagues, with the aim of establishing best practice around the use and interpretation of analytics to drive activity.
4	Work as part of the team to maintain a high quality Professional Services department, engendering a culture of continuous improvement.
5	As a member of the team and as directed, ensure the delivery of required outputs, and achievement of other agreed objectives.
6	Ensure compliance with all relevant legislation and University policies.
7	Participate in, or as directed lead, the analysis and resolution of any escalated incidents in line with Service Level Agreements.
8	Accountable to heads/directors/managers of schools, divisions or projects that they may be directly delivering services to.

Key Responsibilities

Core Professional Services Responsibilities	
1	1.1 Develop and maintain information systems as required to evaluate, plan, track, monitor and report on departmental activities. 1.2 Contribute to the development of management information reporting which provides data on the achievement of identified key performance indicators and drive decisions. 1.3 Identify and source additional information as needed to support decision making processes. 1.4 Compile and present appropriate standard and adhoc reports for key stakeholders, including narratives to clarify meaning and aid decision making which take into account the needs of the stakeholder group and presents material in the most appropriate way. 1.5 To stay up-to-date with current developments in data analysis and be aware of best practice in tools, techniques and trends. 1.6 Support colleagues in accessing and interpreting information provided. 1.7 Assist with the development of colleagues, providing coaching and development opportunities. 1.8 Work collaboratively with team colleagues to understand what their data requirements are and to be able to develop these in the most accessible and user friendly way. 1.9 Work collaboratively across other similar roles within the organisation and externally to learn from best practice and to develop consistent approaches. 1.10 To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.
Role Specific Responsibilities	
2	As required, work with business stakeholders and ITS Digital Engagement colleagues to develop and document user stories.
3	Participate in sprint planning to determine the team's objectives for the upcoming sprint.
4	Perform work tasks in accordance with the sprint plan to deliver specified outputs and outcomes.
5	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives; ensure the team has a clear understanding of priorities and next steps.

6	Research emerging technologies, prepare reports detailing the costs and benefits of new applications, systems or services. Analyse ways to improve existing functionality, and implement new applications systems or services.
7	Maintain software, system or services roadmaps. Highlight interdependencies and gain resource commitments with relevant stakeholders diaries.
8	Contribute to the creation and delivery of training for applications, systems or services.
9	Support Helpdesk and Software Administrators in resolving user enquiries and support requests.
10	Maintains own up-to-date knowledge of key trends and developments in products and solutions relevant to the scope of the Platform.

Indicative Performance Criteria

1	Does not have any line management responsibility.
2	Does not have any budgetary responsibility.
3	Does not have any responsibilities for equipment or premises.
4	Responsible for the achievement of targets related to the delivery of software products and service outcomes on time and to required quality standards, where these enable and underpin critical business functions.
5	The post holder reports to the Platform Owner, working under comprehensive direction within a clear framework the post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
6	Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in

	relation to those compliance matters in respect of students, staff and other relevant parties.

Person Specification

	Essential	Desirable
Good secondary education.	X	
Educated to degree level or equivalent professional experience.		X
Current ITIL certification(s)		X
Knowledge of Agile and Lean practices.		X
Good management skills		X
Effective oral and written communication skills with the ability to present complex ideas and information in a way that can be understood the audience.	X	
Planning and organisational skills,	X	
Good interpersonal skills with the ability to quickly build rapport with colleagues, stakeholders and customers as required.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions	X	
Commitment to customer service excellence.	X	
Demonstrable experience in a range of the applications, products and services within the scope of the platform area. (Productivity and Collaboration, Core Apps, Student and Education, Research)	X	
A flexible approach to working hours. Able to work flexibly to meet the needs of the University.	X	
Experience supporting applications in a second line environment		X

	Essential	Desirable
Experience in an ITIL environment with formal Incident, Request and Change processes		X
Experience of windows and Oracle based applications		X
Experience of multiple operating system environments and scripting		X
Experience of application architectures such as web services, service-orientated architecture, etc		X
Experience of Microsoft Active Directory systems and structures; group policies etc		X
Experience of varied desktop OS technologies other than Windows, e.g. MAC, Linux		X
Experience of the HE sector		X
Experience working in a service-oriented environment.		X
Knowledge of agile planning tools (e.g. JIRA, Confluence).		X