



System
Support 1st
and 2nd line
Analyst
Information Pack



About the role

Ark exists to give every young person, regardless of their background, a great education and real choices in life.



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Ark is an international charity, transforming lives through education. We exist to give every young person, regardless of their background, a great education and real choices in life. In the UK, we are a network of 39 schools, educating around 29,000 pupils in areas where we can make the biggest difference.

About you

We encourage applications from those working within – and outside – the education sector. Applicants should have:

- Good knowledge of Microsoft Office and related packages
- Strong verbal and written communication skills
- A strong commitment to continuing professional development including learning new skills and IT programmes

Benefits

- 27 days annual leave, plus bank holidays, rising with each year of service
- High-quality professional training and learning
- Access to Ark Rewards scheme offering savings from over 3,000 major retailers, interest-free loans available for season tickets or a bicycle and gym discounts offering up to 40% off your local gym
- A choice of optional pension schemes, such as the TFT scheme where we make an 11% contribution, or the LGPS defined benefit scheme where you contribute (as do we) in exchange for a guaranteed amount in your pension pot every year

Working as part of the IT, Systems and Data Directorate and reporting to the Systems Support Manager, you will be working in a small, but highly effective team to assist our academies, providing 1st and 2nd line technical support for all of the core systems we use across the network.

As part of the first line support team, you will be required to provide ongoing technical support to all stakeholders as and when required, troubleshoot reported problems with our current MIS solutions (Bromcom and ScholarPack) and liaise with the relevant parties to ensure issues are resolved. In addition to supporting our MIS, you will also provide support ticket triage and technical support on all of our core systems and EdTech that we use across the network. The role will also involve championing best practice to ensure consistency and efficiencies. Working collaboratively with the rest of the team to ensure issues raised are dealt with in a timely manner.

You will assist academies in the use of third-party systems such as, but not limited to, Admissions+, iPay, SeeSaw, Hegarty Maths and Senaca. Along with target setting and evaluation tools such as ALPS and FFT.

You will be required to familiarise yourself with our in-house reporting system CCR as well as other systems such as Edval for timetabling.

It is expected that all those working in the IT, Systems and Data Directorate will perform any other duties or tasks as commensurate with the role in order to meet the business objectives of Ark Schools.

The role is currently operating an agile working policy with two core days (Mon and Weds) in the office.

Reports to:	Systems Support Manager
Line manages:	N/A
Start date:	ASAP
Location:	West London / Remote
Contract:	Permanent
Salary:	£28,000 to £35,000
Closing date:	03/03/2023 at 10am

Person Specification

Knowledge and skills

Required

- Good knowledge of Microsoft Office and related packages
- Strong verbal and written communication skills
- A strong commitment to continuing professional development including learning new skills and IT programmes
- Have a right to work in the UK

Desirable

- Knowledge and experience in the field of Data Management within a school setting
- Familiarity with Bromcom and Scholar Pack MIS
- Good working knowledge of the UK education system
- Sound knowledge of all key data requirements in Primary, Secondary and Sixth Form Education
- Excellent Microsoft Excel Skills

Personal qualities

Required

- Be passionate about the aims and values of Ark
- Be self-motivated and resilient, with a “can do” attitude
- Be able to work calmly and pragmatically under pressure
- Be able to communicate to both technical and non-technical audiences
- Be able to prioritise workload to reflect the priorities of the organisation
- Be output driven, with a focus on outcomes and fulfilling requirements
- Have excellent interpersonal skills, both written and oral
- Have the motivation to improve standards and deliver beyond expectations
- Attention to detail and confident report and documentation skills
- Ability to ensure that confidentiality is always maintained
- Ability to find creative and innovative solutions to improve more efficiency
- Have a proactive approach to tasks and projects
- Excellent attendance and punctuality
- Professional working ethic. Commitment to high standards

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).



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