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**Job title:** FacilityCMIS User Support Officer

**Post number:** ES5085

**Reports to:** Estate and Facilities Management Systems Manager

**Department:** Estate and Facilities Management

**Location:** Exion 27, Hollingbury

**Grade:** 5

**Purpose of the role**

This role supports the work of the Systems Team within Estate and Facilities Management particularly in managing the help desk service for CMIS (timetabling) software. The role will work closely with the Timetabling team, other users and Information Services to ensure training requirements are met, system data is maintained and the CMIS dataset cycle is fully planned and implemented.

The role will manage system developments and upgrades including testing new and existing functionality, recording testing procedures and processes and reporting/escalating issues to the relevant parties as directed by the Estate and Facilities Systems Manager. The role will support the Systems Manager where required with other aspects of the Systems team’s work.

The post holder will become an expert CMIS user in order to maintain a prompt and efficient help desk service to users of the system throughout the university.

**Line management responsibility for:** N/A

**Main areas of responsibility:**

To set up and manage the CMIS system help desk to support all university CMIS users.

* To obtain and maintain a detailed understanding of the CMIS system and the academic annual timetabling and resource allocation processes as required ensuring the system’s effective use.
* To give detailed advice and support to users about the principles and operational details of the system in the context of the university’s timetabling and resource allocation operations.
* Organise and resolve issues and queries made directly to the CMIS user support team.
* To provide support to all users by telephone, email or face to face.
* To organise the allocation of own work and other members of the support team.
* To liaise with the Administrative Computing Section to resolve technical issues for the system and development of the system.
* To monitor and analyse the performance of the user support help desk function and provide reports to the EFM Systems Manager.
* To develop and maintain the support service.
* Train and supervise user support staff as required.

To prepare and deliver the training for users at all levels on the CMIS system.

* To provide the support and training of staff across the university in the use of the CMIS system, including the production of training materials and user documentation.
* To work with schools to design tailored internal training programmes to support individual schools use of the Facility CMIS system.
* To revise and update training material in line with new functionality.
* To facilitate regular training days / workshops to support user development.

To support the Estate and Facilities Management Systems Manager in the implementation of the programme for the on-going development and deployment of the CMIS Timetabling system.

* To contribute to the ongoing development and deployment of the CMIS timetabling system into the university environment.
* To be a member of the CMIS Support Team and attend other working groups that may be formed from time to time to support the project as directed by the Estate and Facilities Management Systems Manager.
* To assist the Estate and Facilities Management Systems Manager in liaison with academic and school support staff to understand requirements and develop a programme to suit their specific needs.
* To arrange the university CMIS user group, providing a forum for sharing experience and issues with other CMIS users and attending individual schools’ CMIS user groups.
* When required represent the university at external user groups and liaise with the system supplier.
* Support the systems manager in project administration, tracking tasks, following up actions, taking minutes of meetings and providing progress reports.

To investigate, test and document new functionality in the CMIS system

* To investigate, test, implement and document new areas of functionality, both within the existing modules and when new processes are introduced by the software company.
* To manage the integration of new functionality into the processes, procedures, training and support of staff as appropriate.
* To investigate, test and document new features introduced during upgrades to the CMIS system.
* To work closely with the suppliers of the CMIS system and to participate in relevant user groups to ensure the best possible outcomes in terms of systems development for the university.
* To test, propose and document solutions to problems encountered in the use of the system.
* To support the systems manager, liaise with university staff and software providers to develop the “read-only” facility for staff and students to the CMIS system via the university intranet.
* To provide and develop user reports from the CMIS system as required.

To support as needed other Estate and Facilities Management activities for the University of Brighton.

* The CMIS User Support Officer is a full team member of Estate and Facilities Management (E&FM) and will be required to contribute to other E&FM activities as required. This may include maintaining the data in the E&FM data management system (Planon) and assisting with room bookings on CMIS.

**General responsibilities**

These are standard to all University of Brighton job descriptions.

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality and Diversity Policy in all activities, and to actively promote equality of opportunity wherever possible.
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the General Data Protection Regulations.

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The person specification focuses on the knowledge, qualifications, experience and skills (both general and technical) required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form **(A),** at interview **(I)** and in some instances through an exercise **(E**).

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| --- | --- | --- |
| **Essential criteria**  |  | **A, I, E** |
| **Knowledge/skills** | * Evidence of analytical and problem solving skills commensurate with the role including good numeracy, with an aptitude for identifying and solving problems creatively
* Demonstrated knowledge of and commitment to relevant service standards
* Ability to prepare and deliver effective training in systems use to a variety of audiences with varied IT knowledge.
* Highly organised, with the ability to plan and prioritise a range of work activities within agreed deadlines.
* Able to work as part of a team by collaborating well, sharing good practice and developing effective professional relationships
* Respects ideas and expertise of others, appreciates own strengths and weaknesses
* Ability to sets and meets objectives on own initiative
* Flexible, co-operative, helpful; self-aware and collaborates well
* Ability to contribute effectively to planning and implementation of change.
* Able to train and supervise others
 | **A, I****A, I****A, I****A, I****I****I****A, I****A, I****I****A** |
| **Qualifications** | * Good degree in an IT related subject or other evidence of a high level of analytical, problem identification and solving skills
 | **A** |
| **Experience** | * Experienced end user of computer software applications
* Experience of clear, concise, accurate written and oral communication and explaining complex processes and procedures
* Experience of writing effective, clear and concise reports
* Experience of, and commitment to, providing a high level of service that is responsive and efficient.
 | **A, I****A, I****A, I****A, I** |
| **Managing people** | * Not applicable for this post
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| **Technical/work based skills** | * Competent in the operation and manipulation of computerised database systems
* Experienced user of Microsoft Office packages, Outlook, Word and Excel
* Able to work at a computer extensively in line with health and safety standards.
 | **A, I****A, I****A** |
| **Other requirements** | * Able to visit users on all sites of the university efficiently
 | **A, I** |
| **Desirable** | * Experience of CMIS or other timetabling software
* Relevant experience of higher education processes, in particular timetabling
* Experience of work on projects, preparing project plans and action lists
 | **A, I****A, I****A, I** |

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* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* This is a full time post and is fixed term until 31st August 2020 to cover a period of secondment.
* The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example) and further information can be found on the ‘Balancing Working Life’ section here [Benefits and facilities](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

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| **Grades** | **Basic entitlement per year** | **Grades** | **After 5 years’ service** |
| 1-3 | 23 days | 1-3 | 28 days |
| 4-7 | 25 days | 4-7 | 30 days |
| 8-9 | 27 days | 8-9 | 30 days |
| Band 10 and above | 30 days | Band 10 and above | 30 days |

* More information about the department/school can be found here [Professional Services Departments](https://www.brighton.ac.uk/about-us/contact-us/professional-services-departments/index.aspx) or here [Academic departments (schools and colleges)](https://www.brighton.ac.uk/about-us/contact-us/academic-departments/index.aspx%22%20%5Co%20%22Academic%20departments)
* Read the University’s [2016 - 2021 Strategy](https://www.brighton.ac.uk/practical-wisdom/index.aspx)
* The University has an attractive range of benefits and you can find more information about them on our [website](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).

Date: 8th July 2019