JOB DESCRIPTION

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed

Position Title	Application Specialist	Reference: 210518
Function/Department	ICT Department	Location: Stamford Woodleigh Campus
Manager Name & Title	Applications Manager	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

The IT Subject Matter expert (SME) is an individual with a deep understanding of a particular domain process, function, technology and tools. He/She will be the domain expert and administrator within the IT team to assist with upgrades, solve specific problems / technical challenges and provide support to users.

- Provide Level 1 /2 support to all applications or software systems used in school
- To provide on-going maintenance and development of applications and ensure all mandatory standards are aligned consistently across schools in accordance with Cognita's operational requirements.
- Responsible for any malfunctioning/bugs of applications or software systems and analyzing necessary software requirements.
- To work in partnership with school to ensure that all key users have the skills, knowledge and understanding to use their system effectively

Responsibilities

The job holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhered to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School's Designated Safeguarding Lead or to the Head or indeed to the Cognita Regional Safeguarding Manager so that a referral can be made accordingly to the relevant third party services.

- Oversee and manage all applications within the School and ensure its efficient day to day running.
- Working closely with the School Process Owner, develop and maintain a suite of mandatory business/IT processes and procedures.
- Coordinate and manage all IT change requests made by school, in accordance with the IT Governance structure and processes.
- Work with Regional Technology teams and 3rd party suppliers to ensure all related faults and requests are managed through to a successful resolution, following standard Incident, Change, Configuration and Problem Management processes.

- Understand all aspects of software configuration and technical/functional capabilities, including all changes and potential system implications related to release upgrades
- Implement, administer, and maintain changes to solution and related tools for release schedule, projects, bugs, or ad-hoc requests
- Manage user profiles, roles, permission sets, assignment rules, workflow rules
- Support project implementation
- Support school reporting requirements
- Ensure that all upgrades and fixes are scheduled, implemented and controlled, following agreed standards
- Monitor applications performance to avoid unplanned outages and down times
- Establishing, monitoring, reviewing and evaluating administration procedures for audit trails
- Work with the IT Director to ensure systems processes and procedures are compliant with Data Protection legislation.

Position Requirements

- At least 5 years' hands on experience working with school-based applications
- Experience and Knowledge of
  - Configuring and setting up of PowerSchool
  - SSRS Reporting Service, Crystal Reporting
  - Programming in C#, Visual Basic .NET, HTML and Javascript
  - API, Web Services
  - Database and data-management and reporting (Microsoft SQL)
- Experience in project management and delivery
- Experience in process mapping and documentation
- Good team player with strong stakeholder engagement skills and a capacity to independently work towards solution and required outcomes
- Excellent attention to details and ability to work within time constraints and pressure
- High quality organisational skills
- Strong written and oral communication
- Strong problem solving and analytical capability with the ability to translate business requirements into technical solutions
- Customer service ethos and experience in working in an end-user oriented environment
- Delivery and coordination of application related training
- Demonstrates the Stamford Values – Integrity, Courage, Ingenuity and Compassion

Qualifications

- At least 3 years of experience in applications as SME
- Bachelor's degree or equivalent certification or related experience

Stamford American
INTERNATIONAL SCHOOL
JOB DESCRIPTION

Contacts
• Works closely with IT Director, IT Manager, Business Relationship Manger, Technology team, principals, directors, faculty, and staff. • Liaises with 3rd party solution providers as requested

Working Conditions
• School Environment • Will be required to work independently and as part of a collaborative team effort • Extended working hours to complete projects as required

Terms of Employment
• Working hours: 8:00 am to 5:00pm, Monday to Friday, plus occasional staff meetings and trainings Some weekend or late-night duties are expected to support maintenance, installations or upgrades in non-business hours. • Annual Leave   21 working days • Medical Benefits: Medical insurance provided where applicable • Sick Leave/Hosp: 60 days hospitalization leave, including 14 days sick leave • Probation Period: 3 months from date of commencement • Referee request: Required • Background Check: Required