JOE DESCRIPTION
Management Information/System Officer
Vacancy Ref: N282

<table>
<thead>
<tr>
<th>Job Title: Management Information/Systems Officer</th>
<th>Present Grade: 6S</th>
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<tr>
<td>Department/College: HR</td>
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<td>Directly responsible to: HR Systems Manager</td>
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<td>Supervisory responsibility for: N/A</td>
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<td>Other contacts</td>
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<td>Internal: Head of Department, Recruiting Managers, Members of staff, Other HR teams</td>
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<td>External: Statutory customers eg HESA, ONS and other external survey authors eg UCEA, CELRE</td>
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Purpose of job

- To explore customer requirements and provide accurate and consistent management information and statistics internally and externally,
- Assist in delivering systems administration and maintain and provide user support for the Human Resources Information System (ResourceLink), e-Recruitment (Stonefish) and other applications,
- Maximise the utilization of HR systems to automate standard processes,
- Assist with reviewing and documenting processes undertaken within HR and making recommendations for their development,

Major Duties:

- ensure the annual Higher Education Statistical Agency (HESA) staff return and other returns are completed accurately, and on schedule,
- generate, automate and produce operational reports and management information, adhering to defined templates and ensuring compliance with information security protocols,
- deal with systems queries and process requests in relation to problem solving, systems configuration and technical faults,
- maintain and support users through a helpdesk service for employee/manager self-service,
- assist with processes relating to systems upgrades, including reviewing release notes, formulating and running system tests, troubleshooting, etc
- assist with the release of information relating to systems upgrades and changes to processes,
- provide system training to HR and non-HR users,
- assist with the management of HR systems, as required, in terms of (but not limited to):
  - documenting the configuration of the systems,
  - maintaining data field names, screen locations, security, type, building codes, staff etc,
  - functionality of data processing and process flows,
  - add, remove, or update user account information and resetting passwords,
  - update system values and tables,
- cover for the absence of the HR Systems Manager.