



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post-holder.

Job title: ARD Systems Developer

Department/Division: Academic Registrar's Division

Accountable to: Enterprise CRM and Student Records Manager

Job Summary:

ARD Systems' main role is to develop and support the LSE's Student Record Systems and CRM which underpin the key processes in the student lifecycle, from prospective applicant through to graduation and beyond. The team liaises with colleagues throughout the School to provide solutions to improve business processes and services. In doing so, they are integral in affecting the change required to meet the School's strategic goals.

The post holder is responsible for developing the business systems 'owned' by the Academic Registrar's Division. These systems support internal and external stakeholders, including enquirers, applicants, students, academic staff, statutory and other external clients, and colleagues across other Service Divisions. The role involves analysing business requirements, devising solutions, delivering them and ensuring they are supported effectively. It is a role where collaboration and non-technical communication are as crucial as technical aptitude.

As a flexible member of the team, the post holder is also responsible for providing user support, training, business process and second line technical support to staff across the School. As with all members of the team, he/she will also contribute to a report writing and management information service.

The post holder's work will centre on the SITS Student Record System (both client and e:Vision), in large part supporting and developing a suite of bespoke online application forms (built in the SITS IPP component) and designing e:Vision workflows to help transition the division away from the use of SITS client where necessary.

The post holder may also be expected to undertake training on the Salesforce platform to aid in various projects taking place in the School-wide CRM. They may also be required to deliver reporting solutions in the Tableau or Business Objects reporting systems subject to training.

Existing projects include a replacement online application tracker for applicants, the ongoing development and improvement of our online application forms, integration work between Salesforce and SITS, the annual SITS upgrade, and many more.

There are two ARD Systems Developer roles; and each post holder is expected to, over time, provide lead expertise in at least half of the team's remit and a high level of support in the remainder.

Duties and Responsibilities



1. To be a lead member of the team in developing ARD systems to support and enhance key functions of the School, by:
 - Being the technical lead for ARD Systems development for business change projects;
 - Using SITS system tools and the SRL programming syntax to enhance Student Record System processes;
 - Developing online e:Vision functionality to streamline processes and provide an enhanced user experience;
 - Developing StuTalk interfaces to improve the transfer and consistency of data between systems;
 - Following established processes to develop, implement and test new developments and promote changes to live systems;
 - Liaising with colleagues in the Data and Technology Services (DTS) Division, particularly on the integration of ARD systems with other School systems;
 - Configuration of solutions in the Salesforce CRM platform where required

2. To develop an expert knowledge of the School's business processes covered by ARD systems, and be a leading systems expert for at least half of the following areas of activity:
 - Student Recruitment and Widening Participation;
 - Undergraduate, General Course, and Graduate Admissions;
 - Registry functions: Programme and Course maintenance, Exam timetabling, Progression and Award Processing, Transcripts and Award Certificate Production, Ceremony management;
 - Summer School admissions and fee generation processes
 - Compliance with data protection/GDPR legislation
 - Home Office PBS (visa sponsorship) requirements;
 - Financial Support;
 - Student Fees and Sponsorship;
 - Teaching Quality Assurance and Review Office processes;
 - Internal student surveys;
 - Timetabling;
 - Other business processes added to the remit of the team.

3. To develop reports across systems to aid business processes and management information by:
 - Liaising with colleagues across the School to gather requirements for standard reports and translate them into detailed specifications;
 - Delivering standard reports using the BusinessObjects, Tableau and Salesforce systems.
 - Responding in an appropriate and timely manner to complicated ad hoc requests, including Freedom of Information requests in a second-line support capacity.
 - Writing ad hoc SQL queries to test data quality and system developments.

4. To assist colleagues in reviewing and improving their business processes by:
 - Establishing and maintaining effective working relationships with business process owners and users;
 - Contributing to discussions on best practices for system use and business process implementation, utilizing an expert knowledge of systems, their capabilities and structure;
 - Documenting business process reviews, and mapping 'As Is' and 'To Be' processes using Microsoft Visio;
 - Recommending changes to business processes to improve quality or efficiency.



5. To take part in the project management of improvements and upgrades to systems, using Agile Scrum methodologies, including the maintenance of relevant project documentation and using tools such as Taskray.
6. To follow ARD Systems change management processes and development methodologies detailed in the ARD Systems Staff Handbook.
7. To take part in the planning, organisation, testing and application of SITS hotfixes and the SITS upgrade in line with the IMT Request For Change (RFC) processes.
8. To take part in fulfilling the LSE's statutory reporting requirements (Student HESA, UNISTATS, and Home Office PBS), and being a technical lead for changes to systems to meet new requirements.
9. To provide effective business process and second line technical support to system users by:
 - Taking ownership of escalated helpcalls;
 - Managing the priority of your helpcalls issues in conjunction with the business need in the ARD Systems helpdesk and referring to third line support where necessary.
 - Liaising with IMT regarding the resolution of problems and to prevent them recurring;
 - Ensuring problems do not recur by identifying and implementing sustainable solutions.
10. To provide training and development for new and existing staff by:
 - Writing and maintaining procedural documents and training manuals to ensure that users are able to use ARD Systems effectively in their role;
 - Developing and delivering training sessions for the team and users of new developments;
 - Managing and communicating changes in requirements and processes;
 - Emphasising the importance of accuracy and completeness for data quality;
 - Maintaining the team wiki pages which are used for documenting technical and process guides.
11. To contribute to the cyclical maintenance of the base data and system configurations that combine to ensure processes are effective, for example by maintaining coding structures; system parameters, online and client configurations; and user access and role groups.
12. To represent LSE at User Group meetings and seminars at local, regional and national events, and take part in online User Forums as appropriate to keep up to date with sector, other HEIs' and system developments.
13. To carry out any other tasks requested appropriate to the grade of the post and its purpose.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.



Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.