



MANAGER: STUDENT ADMINISTRATIVE SYSTEMS & END-USER SUPPORT

(Payclass 11)

STUDENT SYSTEMS SUPPORT OFFICE OF THE REGISTRAR

The main purpose of this position is to proactively and efficiently oversee and manage the full spectrum of End-user student systems' support (SSS) functions associated with Academic administration for the University and ensure the smooth running of the SSS Office.

This includes effectively managing the creation and implementation of documentation, training, end-user support, training administration and the coordination of major system upgrades.

We seek a highly motivated, self-reliant individual able to operate independently in applying the required skill set to ensure ongoing success within the SSS office, for this permanent post.

Requirements include:

- Relevant university degree (NQF7 level) with 5 years' work experience in a relevant academic administration environment
- Proven self-management skills, with an ability to plan and manage activities and projects over short and longer periods
- Three years of staff management experience at tactical level (*Must have managed 3 or more staff members*)
- Meticulous approach to work with exceptional organisational skills
- Presentation skills essential and experience in training staff
- Attention to detail and work accurately under pressure while managing competing demands
- Be willing to work after-hours based on operational requirements (as & when the need arises)
- Experience with PeopleSoft - chief Academic administrative system
- Proven ability in the major aspects of training including the production of training materials
- High level of computer literacy skills - intermediate to advanced level of Outlook, MS Word, Excel, PowerPoint as well as a good understanding of the components and architecture of information systems
- High-level of written and verbal communication skills coupled with sound interpersonal skills-essential
- Strong time management and problem-solving skills
- A readiness and temperament to work with multiple stakeholders within the University
- Aptitude and willingness to learn various system functionalities

The following would be advantageous:

- Relevant university Honours degree
- Knowledge of policy and procedures related to Academic administration
- Experience with other systems i.e. Business Objects, Residential Management System (RMS), Perceptive Content or related systems will be a strong advantage
- Experience in servicing committees

Responsibilities include:

- Manage and oversee staff and operations of the support team
- Management of communications & training for End-users support
- Ensuring the presentation of student systems training courses, information sessions and functional demonstrations are effectively conducted
- Manage the creation, maintenance, revision and expansion of documentation relating to student systems
- Remaining current in the functional knowledge of student systems
- Providing functional security systems support to various stakeholders
- Articulating functional requirements to Systems Analysts
- Assistance during functional testing, including upgrades & testing co-ordination for change requests to student systems

Note:

- The successful candidate will report directly to the SSS Director, managing a team that provides systems' support to staff across the University.
- This position is not office-bound. You will be expected to provide support, training and attend meetings on campus across the University by means of your own transport.
- Due to the requirements of the job & nature of the position, it is important to note that leave may not be possible during peak support cycles e.g. December to February and July to August.

The annual cost of employment, including benefits is from R638 396 – R751 052.

To apply, please e-mail the below documents in a **single pdf file** to Ian Petersen at recruitment02@uct.ac.za

- UCT Application form (HR201) (<http://forms.uct.ac.za/hr201.doc>)
- A one-page motivation letter
- Your CV (curriculum vitae) – *no longer than 4 pages*

An application which does not comply with the above requirements will be regarded as incomplete and will not be considered. Only shortlisted candidates will be contacted and will be expected to undergo an assessment.

Departmental website: <http://www.sss.uct.ac.za/>

Reference number: E210413

Closing date: 07 December 2021

UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented Designated Groups. Our Employment Equity Policy is available at www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf.

UCT reserves the right not to appoint.