



**NOTES**

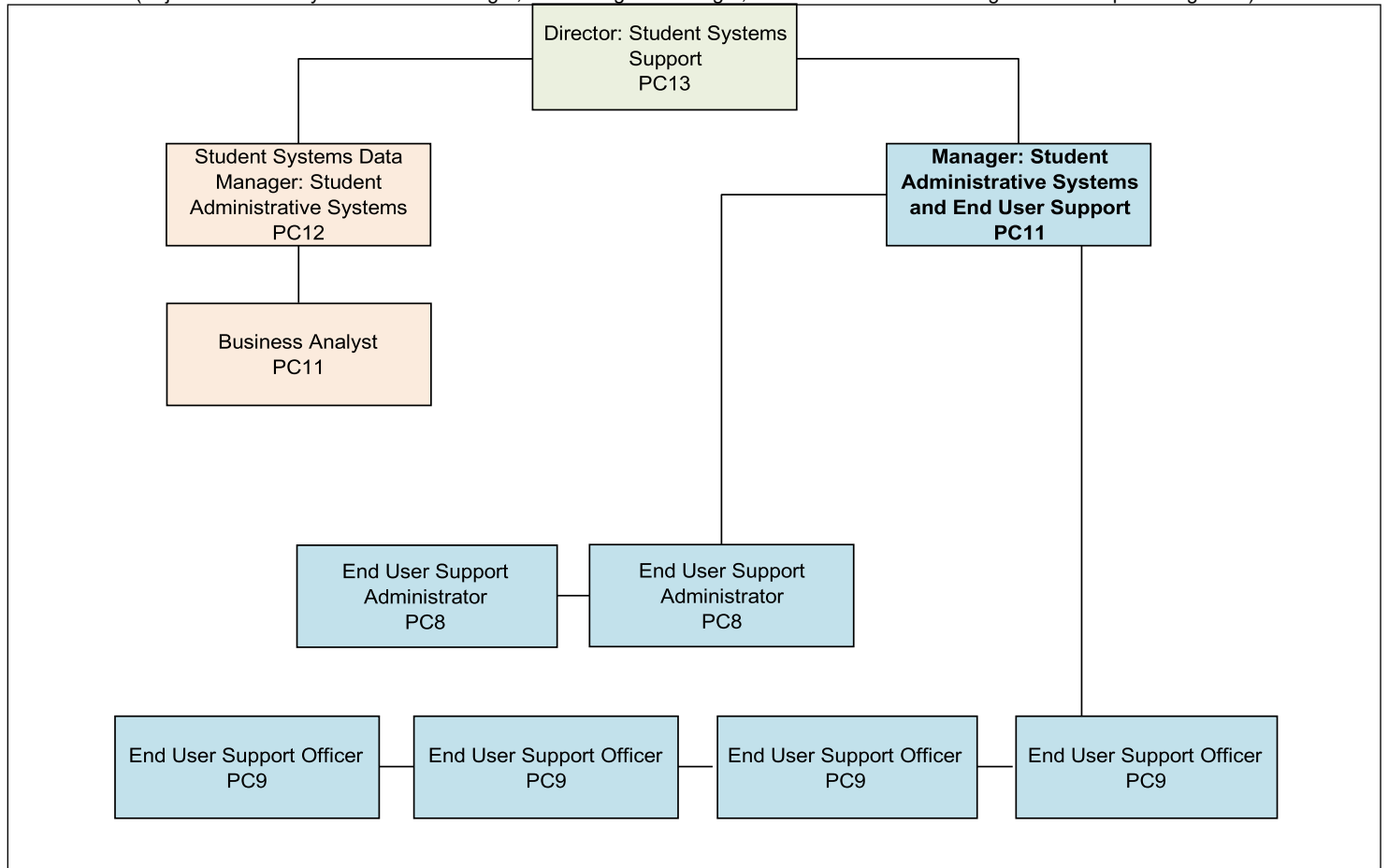
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

**POSITION DETAILS**

Position title	Manager: Student Administrative Systems and End User Support		
Job title (HR Practitioner to provide)			
Position grade (if known)	11	Date last graded (if known)	
Academic faculty / PASS department	PASS		
Academic department / PASS unit	Student Systems Support		
Division / section	Office of the Registrar		
Date of compilation	29 July 2019		

**ORGANOGRAM**

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



## **PURPOSE**

The main purpose of this position is to proactively and efficiently oversee and manage the full spectrum of end user student systems' support functions associated with academic administration at the university and to ensure the smooth running of the Student Systems Support End User Support Office. This includes effectively managing the creation and implementation of documentation, training, end user support, training administration and the coordination of major system upgrades. The encumberment of this position must keep abreast of system developments pertaining to the functioning of the university.

**CONTENT**

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
E.g.	General and office administration	25%	<p>Takes, types up and distributes minutes and agendas for monthly departmental meeting.</p> <p>Greets visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.</p>	<p>All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting.</p> <p>Visitors are directed to appropriate staff member in a professional and efficient manner.</p>
1	Manage and oversee staff and operations of the support team	15	<ul style="list-style-type: none"> <li>• To manage support team and plan operations to meet institutional needs</li> <li>• To manage the support team via objective setting and review</li> <li>• To coordinate team's activities</li> <li>• Mentor and performance manage support staff by holding weekly meetings and monthly review meetings based on monthly reports</li> <li>• Monitor activities of the helpdesk and support calls in general</li> <li>• To pay attention to the coordination of work between the helpdesk and Support Officers, and between the support team and stakeholders across the university e.g. Faculties, academic departments</li> <li>• To ensure sufficient support is provided to staff across the university during key events in the academic calendar, and to ensure this is well planned for and organised e.g. Admissions Processing, Registration, Schedule of Classes, Marks Processing, Supplementary and Deferred Examinations, Graduation Processing</li> <li>• To coordinate and provide in-house training (where necessary) to support team</li> <li>• Support staff by providing business and systems assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Team has clear objectives which are reviewed periodically</li> <li>• Competent staff</li> <li>• Smooth running of operations</li> <li>• Ensure tasks are accurately and meticulously completed</li> <li>• Functional support is in place e.g. Roving support, open door sessions, functional demonstrations and information sessions for all the student systems' functions</li> <li>• Building interpersonal relationships</li> </ul>

2	Training	15	<ul style="list-style-type: none"> <li>• Ensure timely delivery of comprehensive end user training and participate in training design and delivery</li> <li>• Ensure timely delivery of online training courses and participate in delivery and design</li> <li>• Organise and conduct train-the-trainer sessions</li> <li>• Provide training to managers on effective use of the system to manage operations e.g. Faculty Managers</li> <li>• Provide training to and assist with the development of super users</li> <li>• Provide training reports to managers and Director</li> <li>• Checking and assessing competencies of end users and providing performance feedback to managers on the use of system functionality</li> <li>• Ensure training plan exists for each major area and that managers are aware of this plan</li> <li>• Provide training guidance to team and managers</li> <li>• Arrange database refreshes upon request</li> <li>• Promote training opportunities to users in a compelling way that provides all necessary information</li> <li>• Communicate with end users in a professional and supportive manner</li> <li>• Attend, assess and provide feedback to support team on delivered training</li> <li>• Conduct needs assessments, identifying skills or knowledge gaps that need addressing</li> <li>• Ensure systems are in place for maintaining a database of curriculum, materials, and personnel training records</li> <li>• Oversee and maintain in-house training facilities and necessary training equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Training plans for each support area</li> <li>• Training plans are communicated to managers</li> <li>• Online courses created for each support area</li> <li>• Review approach to and design of training</li> <li>• Make use of and develop super users in Academic Administration</li> <li>• Facilitating change/adaptability</li> <li>• Cross-skills training for developing colleagues</li> <li>• Remaining current on business process knowledge that relates to training</li> <li>• Remain current on systems knowledge</li> <li>• Effective management of operations</li> <li>• Remaining current on training issues</li> <li>• Decision making/problem solving</li> <li>• Competent staff</li> <li>• Building interpersonal relationships with various stakeholders across the university (PASS and academics)</li> <li>• Update training records and statistics</li> <li>• Ensure tasks are accurately and meticulously completed</li> <li>• Create a service-oriented environment</li> </ul>
---	----------	----	---	--

3	Documentation	20	<ul style="list-style-type: none"> <li>• To ensure training materials are sufficient, accurate, complete and to participate in the provision of this i.e. review and provide feedback to support team on training materials</li> <li>• To ensure online courses are sufficient, accurate, complete and to participate in the provision of this i.e. review and provide feedback to support team on online courses</li> <li>• Create competency-based tests where required</li> <li>• Provide training to team on documentation standards</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation is accessible to end users i.e. published on Vula as a support tool in the correct format</li> <li>• Update context/business specific documentation</li> <li>• Signed off documents adheres to SSS quality standards – the format and structure of user documentation is uniform, contains outcomes, contextual information, is accurate etc.</li> <li>• Sign off on online courses</li> <li>• Continuously updates systems and business process knowledge through reviewing and testing training materials</li> <li>• Consulting with internal/external stakeholders</li> <li>• Decision making/problem solving</li> <li>• Competent staff</li> <li>• Tasks to be accurately and meticulously completed</li> </ul>
4	Communication	10	<ul style="list-style-type: none"> <li>• Review, draft and sign off communications to end users</li> <li>• Evaluate effectiveness of training courses and provide summary reports to management determining impact of training on employee skills and on system data integrity during peak cycles</li> </ul>	<ul style="list-style-type: none"> <li>• Successfully implemented systems functionality</li> <li>• Ensure available tools are used to ensure student systems related communications reach users timeously</li> <li>• Building interpersonal relationships with various stakeholders across the university (PASS and academics)</li> <li>• Ensure task is accurately and meticulously completed</li> <li>• Create a service-oriented environment</li> </ul>

5	Functional Security	15	<ul style="list-style-type: none"> <li>• Provide functional security systems support to support team</li> <li>• Provide advice and report on functional security to various stakeholders e.g. Auditors, Managers, Systems Access</li> <li>• Initiate a change request if necessary with approval from the business</li> <li>• Observe security and make suggestions for improvement</li> <li>• Coordinate bi-annual Security Reviews</li> <li>• Approve sign off forms and ensure correct roles are assigned to users before approving</li> <li>• Liaison and problem solving with Systems Access team to ensure end users have the correct access</li> <li>• Review existing roles and permissions with Systems Access team (where required)</li> <li>• Liaison and problem solving with security team, business analysts, and technical developers</li> </ul>	<ul style="list-style-type: none"> <li>• Each training course is mapped to security roles in Security Document</li> <li>• User access is provided within agreed turnaround time (expedite if necessary) to perform their job functions</li> <li>• Reviews of training courses security</li> <li>• To attend to and follow up on queries and to escalate as required</li> <li>• Report and investigate on security</li> <li>• Continuously updates knowledge through reviewing materials and/or consulting internal or external stakeholders</li> <li>• Cross-skilling and developing colleagues</li> <li>• Systems' functionality and training implemented and delivered</li> <li>• Resolve security issues</li> <li>• Building interpersonal relationships with various stakeholders across the university (PASS and academics)</li> <li>• Continuously updates systems security knowledge</li> <li>• Remaining current on security issues</li> <li>• New roles and permission lists</li> </ul>
---	---------------------	----	---	--

6	Functional Support	10	<ul style="list-style-type: none"> <li>• Coordinate functional support via SSS helpdesk</li> <li>• Providing functional systems support or advise to support team</li> <li>• Observe helpdesk system operations, make suggestions for improvement, initiate and implement changes</li> <li>• Observe system operations, make suggestions for improvement and initiate change requests if necessary with approval from the business</li> <li>• Ensure team provides project support from a training and documentation support perspective</li> <li>• Provide functional systems support to Auditors</li> <li>• Provide functional systems support in addition to identifying and resolving production issues where required</li> <li>• Route ServiceNow incidents to necessary individuals when required in the technical team e.g. Systems Access, Systems Division</li> <li>• Follow up on outstanding information if required</li> <li>• Checking and assessing competencies of end users and providing performance feedback to managers on the use of system functionality</li> <li>• Encouraging Vula and online courses as a reference tool</li> <li>• Observe system operations and make suggestions for improvement to minimise system errors</li> <li>• Coordinate project support e.g. delivery from a training and documentation support perspective</li> </ul>	<ul style="list-style-type: none"> <li>• Helpdesk is in place and operational during working hours</li> <li>• Cross-skilling and developing colleagues</li> <li>• Ensure helpdesk emails and Service Now queries are accurately respond to within the required turnaround time</li> <li>• To attend to and follow up on all queries and to escalate as required</li> <li>• Monitor support calls on a weekly basis</li> <li>• Create a service-oriented environment</li> <li>• Continuously updates knowledge through reviewing materials and/or consulting internal or external stakeholders</li> <li>• Suggest/provide training, support and coaching to managers</li> <li>• Identifying and ensure content for troubleshooting guides are implemented</li> <li>• Inform and report on support issues to Director</li> <li>• Building interpersonal relationships with various stakeholders across the university (PASS and academics)</li> <li>• Remaining current on functional support issues</li> </ul>
7	Change request process	10	<ul style="list-style-type: none"> <li>• Coordinate functional testing for system upgrades</li> <li>• Ensure support team coordinates change requests testing by assigning change requests to support team</li> <li>• Reviewing and providing feedback on upgrade or bundles change request test packs to support team and technical team</li> <li>• Completion of master test packs in consultation with the support team and technical team</li> <li>• Co-ordinate testing with superusers during upgrades and bundle applications</li> <li>• Manage and ensure support team documents implications of upgrades in training materials</li> <li>• Review test packs/instructional guides for user change requests' testing</li> <li>• Ensure support team coordinates project functional testing</li> <li>• Report on software/system upgrade defects</li> </ul>	<ul style="list-style-type: none"> <li>• Successfully implemented systems functionality</li> <li>• End users are updated on system changes</li> <li>• Updated master test packs for upgrades and bundle testing</li> <li>• Ensure tasks to be accurately and meticulously completed</li> <li>• Building interpersonal relationships with various stakeholders across the university (PASS and academics)</li> </ul>

8	Committees and Support	5	<ul style="list-style-type: none"><li>• Chair team meetings</li><li>• Attend and participate in section meetings</li><li>• Ensure support team is represented in business process, change requests prioritisation meetings, workshops and project meetings</li><li>• Continuous learning - remain current on student systems e.g. PeopleSoft, Residential Management, Business Objects and other related support systems (e.g. Vula, Zenworks, ServiceNow)</li></ul>	<ul style="list-style-type: none"><li>• Remaining current on support issues</li></ul>
---	------------------------	---	--	---



### MINIMUM REQUIREMENTS

Minimum qualifications	<ul style="list-style-type: none"> <li>• A university degree (NQF 7 level)</li> <li>• Advantage: Relevant university Honours degree</li> </ul>			
Minimum experience (type and years)	<ul style="list-style-type: none"> <li>• 5 years' work experience work experience in a relevant academic administration environment</li> <li>• Presentation skills essential and experience in training staff</li> <li>• A high level of written and verbal communication skills coupled with sound interpersonal skills-essential</li> <li>• A high level of computer literacy skills including Microsoft Office proficiency; at an intermediate to advanced level as well as a good understanding of the components and architecture of information systems</li> <li>• Meticulous approach to work with exceptional organisational skills</li> <li>• Attention to detail and work accurately under pressure while managing competing demands</li> <li>• Proven ability in the major aspects of training including the production of training materials</li> <li>• Proven self-management skills, with an ability to plan and manage activities and projects over short and longer periods</li> <li>• Staff management experience</li> <li>• Advantage: Experience with academic administration systems including PeopleSoft, Business Objects, Residential Management or related systems</li> <li>• Advantage: Knowledge and successful implementation of instructional design theory</li> <li>• Advantage: Significant work experience as a trainer, coach, or training facilitator, preferably in a large environment</li> </ul>			
Skills	<ul style="list-style-type: none"> <li>• Strong time management and problem-solving skills</li> <li>• A readiness and temperament to work with multiple stakeholders within the university</li> <li>• Aptitude and willingness to learn system functionality</li> </ul>			
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of UCT Policy and Procedures related to Academic Administration</li> <li>• Experience in servicing committees, drafting minutes and reports</li> <li>• Advantage: Familiar with both traditional and modern job training methods, trends and techniques</li> </ul>			
Professional registration or license requirements	<ul style="list-style-type: none"> <li>• None</li> </ul>			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)				
Competencies (Refer to <a href="#">UCT Competency Framework</a> )	Competence	Level	Competence	Level
	Adaptability/Flexibility	3	Initiating Action/Initiative	3
	Analytical Thinking/Problem Solving	3	Managing Conflict	3
	Building interpersonal relationships	3	Meeting facilitation/leadership/participation	2
	Building Partnerships	2	Negotiation	3
	Client/student service and support	2	People Management (including performance management and development)	3
	Communication	3	Persuasiveness	2
	Coaching/Developing Others	2	Planning and organising/work management	3
	Conceptual thinking	3	Quality commitment/work standards	3
	Continuous learning	3	Resilience/Tenacity	3
	Creativity and Innovation	2	Resource Management	3
	Decision Making/Judgment	2	Results Focus	3
	Facilitating change	2	Stress Tolerance	3
	Follow up	3	Teamwork/Collaboration	2
	Formal presentation	3	University Awareness	2
	Individual Leadership	2	Written communication	3

	Impact/Influence	2		
	Information Management	2		

### SCOPE OF RESPONSIBILITY

Functions responsible for	<p>Oversee and manage the full spectrum of end user student systems' support functions associated with academic administration at the university</p> <p>Manage and oversee operations of the support team</p> <p>Ensure comprehensive delivery of documentation and training to staff across the university (PASS and academic)</p> <p>Ensure comprehensive functional support is provided to staff (PASS and Academic) across the university to enable them to perform their job functions</p> <p>Coordinate university-wide functional testing for system upgrades</p> <p>Provide functional security systems support to stakeholders across the university and within the support team to ensure stakeholders across the university are granted access according to their job functions</p> <p>Communication to stakeholders across the university regarding systems support and training</p>
Amount and kind of supervision received	Minimal Supervision
Amount and kind of supervision exercised	Middle Management
Decisions which can be made	<p>Decisions on how to resolve and follow up on support calls or issues</p> <p>Information relevant to documentation and training (documents are reviewed and signed off by Manager)</p> <p>Information relevant to end user communications</p> <p>Decisions on teaching methods to use when conducting training</p> <p>Implementing student systems support systems and procedures</p> <p>Decisions on determining whether access the appropriate for staff across the university to perform their job functions</p> <p>Support schedules during peak periods</p> <p>Resource assignments to training, documentation, support, projects</p> <p>Training planning and support planning</p>
Decisions which must be referred	Queries relating to business deadlines, policies, rules

### CONTACTS AND RELATIONSHIPS

Internal to UCT	All students, PASS and Academic staff who make use of PeopleSoft, Business Objects, Residential Management, Image/Web Now and related systems
External to UCT	<p>External Examiners</p> <p>Parents of prospective students</p> <p>Funders/Donors</p>