



JOB DESCRIPTION FOR SYTEM ANALYST-STUDENT MANAGEMENT SYSTEM

Title:	System Analyst - Student Management System
School/Division:	Information and Communications Technology (ICT) Department
Reports to:	Senior Systems Analyst
Location/Campus:	SINU, Kukum Campus

1. SUMMARY OF DUTIES

To support the Student Management System (SMS) by monitoring operations, administering role-based access, coordinating user training, installing patches and upgrades, and resolving user issues. The position ensures the SMS functions efficiently and effectively to support SINU's Student academic and administrative operations.

2. MAIN DUTIES AND RESPONSIBILITIES

2.1. Vendor Collaboration and User Training

- Collaborate with system vendors to enhance SMS functionality and resolve complex technical issues.
- Coordinate and facilitate user training sessions to ensure staff can effectively utilize the SMS.
- Develop and maintain Standard Operating Procedures (SOPs) and user guides that are properly documented and stored for reference.

2.2. Data Integrity and User Support:

- Ensure the integrity and reliability of SINU's student data through regular monitoring and validation.
- Implement and verify data backup procedures to protect against data loss.
- Provide prompt and effective support to resolve user issues, documenting solutions for future reference.
- Analyze system data and generate reports to provide insights for decision-making and process improvement.

2.3. System Monitoring and Troubleshooting

- Conduct proactive daily monitoring of the SMS to identify and address potential issues before they impact operations.
- Troubleshoot system problems efficiently to minimize disruption to university operations.

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- Maintain system performance by implementing best practices and optimizations.

2.4. System Integration and Updates

- Manage system integration with other university platforms to ensure seamless data flow.
- Plan and implement patches and upgrades according to industry standards and best practices.
- Manage system configurations and user permissions to maintain security and appropriate access levels.

3. QUALIFICATIONS REQUIRED

3.1. Educational Background

- Bachelor's degree in Information and Communications Technology (ICT) or a related field.
- Minimum of 1-year experience in system support, preferably with student management or similar enterprise systems.

3.2 Desirable

- Relevant system-specific certifications or training.
- Experience in data analysis and report generation

3.3 Required Skills and Knowledge

- Comprehensive understanding of ERP modules, configurations, and workflows, particularly those related to student management systems.
- Strong troubleshooting and problem-solving abilities to quickly resolve system issues.
- Excellent attention to detail to ensure accuracy in system configurations and data integrity.
- Ability to communicate technical information clearly to non-technical users.
- Skills in creating user guides and delivering effective training sessions.

Collaboration and Stakeholder Management

- Work closely with the Helpdesk and System Administrators to ensure coordinated ICT support.
- Engage with SMS users across the university to understand their needs and provide appropriate solutions.
- Maintain productive relationships with external software vendors to optimize system performance and resolve issues.



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3.4. Desirable Skills:

- The role requires a balance of technical expertise and user-focused support skills.
- The System Analyst must be adaptable and willing to learn new technologies as the SMS evolves.
- A commitment to continuous improvement in system operations and user experience is essential.

TERMS AND CONDITION

The position is for five (5) years under an employment contract. Remunerations and benefits will be according to the SINU Salary level for “Officer” positions. The contract is renewable subject to good performance.