



Job Description and Person Specification

Summary

Job title:	Technical Systems Specialist
Area:	Digital Transformation
Reference:	EHA2630-0326
Grade and Salary:	Grade 7. Points 27-30. £35608 - £38784 per annum.
Contract Type:	Fixed Term till 31/07/2027
Hours:	Full Time (36.25 hours per week)
Location:	Campus based role. Ormskirk, Lancashire, L39 4QP
Accountable to:	Student Records System Project – Technical Lead
Reporting to:	Project Senior Developer



About the Role

Working as part of the Programme Team you will play a key role in providing essential technical support to the University's Student Records System (SRS) implementation. Through developing system functionality, building integrations, supporting data migration and reporting activity, and assisting with the overall technical delivery of the programme.

You will apply a broad range of technical skills, including software development, system configuration, integration development, data handling and script creation, testing support, and troubleshooting. Working closely with project capability leads, business stakeholders, and technical colleagues to understand requirements, propose and implement solutions, and ensure the quality and reliability of the system and its related processes. Whilst also contributing to maintaining system environments and supporting day-to-day technical operations as the implementation progresses.

You will need to work flexibly and collaboratively across institutional boundaries, engaging with Professional Services, Academic Departments, system owners, and external suppliers. As this is a key position that supports the delivery of a modern, integrated Student Records System and requires a blend of technical expertise, analytical thinking, problem-solving and strong customer focus. Experience of supporting enterprise systems, cloud environments, integration tools and data-driven processes will be beneficial, alongside a willingness to learn new technologies and adapt to emerging project needs.

Duties and Responsibilities

Technical Leadership & Strategic Direction

1. Act as technical lead within capabilities, taking responsibility for delivery and outcomes.
2. Advise project management on technical direction, system architecture, and major technology decisions.
3. Make independent decisions on complex technical issues with significant organisational impact.
4. Design and implement solutions for highly complex, ambiguous, or novel problems, often with minimal supervision.
5. Take responsibility for critical developments and integrations, ensuring their reliability and performance.
6. Act as a subject matter expert, introducing new technologies, tools, or methodologies to improve business systems.
7. Drive innovation and continuous improvement, identifying opportunities to enhance system capability and efficiency.

Systems Development & Integration

1. Develop and maintain system components, integrations, scripts and automation processes to support programme deliverables.
2. Support the design, build and maintenance of integrations between the SRS and other University systems, including data mapping, transformation, monitoring and troubleshooting.
3. Configure and support the operation of the incoming Student Records System and related technologies, ensuring system changes are documented, tested and deployed effectively.
4. Contribute to data migration activities, including data extraction, cleansing, transformation, validation and reconciliation.
5. Assist with reporting development, including producing queries, generating datasets and supporting the creation of dashboards or operational reports.

Operational Support & Administration

1. Undertake system administration tasks across programme environments, including configuration, permissions, release support and routine maintenance.
2. Monitor system performance, data quality and integration health, contributing to continuous improvement activities.
3. Support the transition of the system into business-as-usual operations by contributing to knowledge transfer, training, and handover activities.
4. Keep skills up to date with emerging tools, technologies and best practice relevant to system development, cloud services, integration patterns and data management.

Stakeholder Engagement & Communication

1. Work with project capability leads to understand business requirements, advise on technical options and help translate needs into workable solutions.
2. Communicate complex technical concepts to non-technical stakeholders, including senior leaders.
3. Produce high-level technical documentation and reports to support strategic decision-making.
4. Lead technical discussions for your capability area with suppliers, vendors and internal technical colleagues, ensuring decisions are fully understood and documented.
5. Represent the capability area at project meetings, design discussions and technical reviews, ensuring its interests are accurately reflected and dependencies managed.

6. Liaise with software suppliers, hosting providers and technical partners to support the delivery and operation of the system, including participating in upgrade planning and issue resolution.

Quality Assurance & Problem Solving

1. Support user testing by preparing test data, troubleshooting issues, and contributing to the validation of system features and integrations.
2. Investigate and resolve technical issues across applications, integrations and data processes, escalating where required and implementing preventative measures.
3. Work autonomously to investigate complex technical issues, performing root-cause analysis and proposing options for resolution without requiring detailed supervision.

Documentation & Knowledge Management

1. Prepare and maintain technical artefacts for the capability area, such as data dictionaries, interface specifications, configuration logs and integration diagrams.
2. Produce clear technical documentation, including specifications, data flows, configuration records and support guides.

Collaboration & Coordination

1. Act as the primary technical support for an assigned capability area, becoming the subject-matter expert for its system configuration, integrations, data needs and technical processes.
2. Work independently to plan, prioritise and deliver technical work packages within the capability, ensuring alignment with wider project milestones and dependencies.
3. Lead the technical analysis of business requirements for the assigned capability, advising on solution options, technical feasibility, risks and implications.
4. Coordinate with other capability technical support to ensure cross-capability integrations, data flows and design decisions remain consistent and coherent across the programme.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; complete all mandatory training and induction modules, including Equity & Diversity and Health & Safety; engage in appropriate learning and development activities; actively participate in performance review; demonstrate excellent customer care; contribute to an inclusive environment for everyone; respect confidentiality; act in a sustainable and environmentally conscious manner; and proactively consider accessibility in all aspects of your work.

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
Educated to Degree level or equivalent relevant work experience	Essential	Application

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of developing or configuring business systems, including building system functionality, automations, scripts or integrations.	Essential	Supporting Statement and Interview
Knowledge of Database, Middleware, and Reporting Server technologies.	Essential	Supporting Statement and Interview
Experience of hosted/cloud delivered services.	Essential	Supporting Statement and Interview
Experience of common application development stacks	Essential	Supporting Statement and Interview
Experience of working with relational databases, writing queries, extracting data and supporting reporting or analytics activities.	Essential	Supporting Statement and Interview
Experience of client side and server-side programming using JavaScript	Essential	Supporting Statement and Interview

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of Restful API development	Essential	Supporting Statement and Interview
Proven experience of independently managing small technical work packages, tasks or streams of work from design through to delivery.	Essential	Supporting Statement and Interview
Experience of developing system and end-user requirements documentation	Essential	Interview and Presentation
Knowledge of the Software Development Life Cycle and of Software & Release Management; Change Control	Essential	Interview and Presentation

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Able to support innovative and technically complex business systems, integrations and services.	Essential	Supporting Statement and Interview
Able to lead key IT projects and motivate/influence all colleagues and manage end-user expectations	Essential	Supporting Statement and Interview
Able to operate flexibly and reliably	Essential	Interview, Test and Presentation
Able to meet objectives and success criteria and to be outcome focused.	Essential	Interview, Test and Presentation
Working independently and co-operatively with others to achieve objectives.	Essential	Interview, Test and Presentation
Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions.	Essential	Interview, Test and Presentation
Demonstrable problem-solving and analysis skills	Essential	Interview, Test and Presentation
Open-mindedness and a high level of motivation and commitment to success	Essential	Interview, Test and Presentation
Maintain a positive and progressive attitude	Essential	Interview, Test and Presentation

Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

Have any questions?

For informal enquiries about this vacancy, please contact Hannah McAuliffe, Programme Manager at Hannah.McAuliffe@edgehill.ac.uk

Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the "**Apply Online**" button on the job advert and follow the easy steps to prepare and submit your application.

Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment

- **Start date:** A start date will be arranged after pre-employment checks are completed.