



Job Description

Senior MIS Consultant – SIMS Secondary School Specialist

Company and Business Overview

turn IT on provides hands-on ICT and computing support to over 500 primary schools with the MIS team supporting approximately 200 schools across many different Local Authorities. The MIS team put schools and their needs first, taking care of all their MIS training and support, ensuring that they are fully capable of meeting their statutory deadlines and providing an efficient service to their schools. As an inclusive employer, we are proud of the diversity and flexibility that we have and the breadth of skills and experience of our staff. Turn IT on is a friendly and supportive place to work where people feel trusted and respected.

Job Overview

turn IT on is a vibrant, people-focused ICT and MIS service provider for schools. We pride ourselves on always going the extra mile to provide excellent service. As a MIS Consultant, it is your job to provide 2nd and 3rd line telephone and remote MIS support to Secondary and Primary schools.

turn IT on are expanding our support of MIS in secondary schools. It is your job to be the lead MIS Consultant and primary support provider for secondary schools within the MIS Support Team. You will provide training to the existing MIS Support Team to impart your specialist secondary school knowledge. You are a motivated and self-directed individual, with excellent inter-personal skills and breadth of knowledge of SIMS in a secondary school setting. You are comfortable working either in a team or independently, you are very organised and a self-learner.

You will report to the MIS Support Team Lead. The role is full-time and turn IT on has a family friendly approach to flexible working. There could be the possibility of progression for the right individual.

You must be dedicated to deliver the turn IT on support service in a manner that embraces our company values:

- Our schools come first
- We deliver what we promise and always try to say, “Yes”
- We go the extra mile to ensure that a job is finished well
- We don’t accept mediocrity, but we do accept that we are not perfect, and we try to improve ourselves
- We encourage individual independence/responsibility plus mutual support



Responsibilities:

To the school

- Be the lead Consultant and primary MIS support provider for Secondary schools
- Provide a one-stop shop for telephone support and assistance on schools' MIS software to staff within schools, adhering to priorities for both primary and secondary schools
- Log all queries and requests into the Staff portal helpdesk system to ensure appropriate tracking and reporting
- Understand and adhere to MIS KPIs
- Keep schools regularly informed of progress if a case has been logged or data sent to software supplier
- Ensure emails are looked at and responded to daily
- Test and implement new MIS products and upgrades
- Support the configuration and update of MIS systems in schools, working with colleagues across the company as required
- Keep abreast of new developments in software and keeping schools informed
- Impart your specialist secondary knowledge to the MIS Support team through formal and informal training
- Play a full role in the co-ordination, implementation, production and delivery of MIS training programmes, using a variety of techniques, including formal training delivery, seminars, on-site training and workspace sessions
- Advise customers on the appropriate training and the relevant medium of delivery
- Advise and guide schools on school improvements/processes whilst promoting effective use of the school's MIS systems.
- Enable schools to complete their DfE statutory requirements by holding seminars and workspace sessions
- Develop and maintain high quality support documentation

To the company

- Ensure your personal details are kept up to date and inform HR of changes to your personal details
- Maintain an up to date ICE (In case of Emergency) contact on the staff portal
- Ensure your team leader knows of any ongoing issues that you are unable to resolve
- Have regular communication with team leader to discuss any outstanding issues
- Follow Health and Safety procedures as outlined in company handbook
- Complete timesheet of activity within 2 days
- Provide VAT fuel receipts to accompany mileage claims to Finance and make sure that HR has an up to date records of the vehicle you use for work
- To complete ad hoc tasks as and when required to meet the needs of the business



Skills/Abilities

Essential

- A professional, cheerful and clear telephone manner with a focus on excellent customer service skills
- Accomplished user of Microsoft Office and associated software packages
- Excellent problem-solving skills, being able to think outside the box to find resolutions
- Able to interpret complex documentation and communicate findings verbally and in written documents
- Good planning and organisational skills with the ability to work under pressure, multi-task and still meet deadlines
- Comfortable working either in a team or independently
- A self-learner with excellent organisation skills
- Have an eye for detail
- Be familiar with the statutory data returns required for local and national government bodies
- Excellent knowledge of SIMS Academic Manager, SIMS Exam Manager, SIMS Course Manager, SIMS Reports and Secondary SIMS End of Year
- Good Knowledge of SIMS Cover Manager, SIMS Secondary Census (including Learning Aims), SIMS Timetabling

Desirable

- Experience of working on a busy and demanding helpdesk
- Knowledge of SIMS Exams Analysis tool, SIMS Learning Gateway, SIMS Assessment and Individual reports; SIMS Secondary School Workforce Census and Lesson Monitor
- Able to delivery training to a high standard to both groups and one to one
- An understanding of all areas of [turn IT on](#)

Helpdesk Key Performance Indicators:

- 90% of calls into MIS Helpdesk answered within 3 rings
- 70% of calls resolved immediately (within 10 minutes)
- 70% of calls meet SLA target

Key TIO Competencies:

- Customer service/communication
- Accountability
- Innovation and Initiative
- Working within a Team
- Driving results & taking ownership



Review

This job description will be reviewed annually to ensure it is achieving its stated purpose.

This job description has been created on October 2017

Next review September 2018

Turn IT On is committed to safeguarding and promoting the welfare of children and young people and expects all employees to share this commitment.