Job description
Training and Support Analyst

15 May 2019

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched partnerships with 22 universities in Europe, North America and Asia. We have enrolled over 67,000 students from 166 countries and now have about 1700 employees, based round the world.

Our website http://www.intoglobal.com/ has details of how we are organised and our outstanding achievements so far.

Role context
INTO is in the process of developing a range of external-facing customer portals and application form to increase the range of its digital interactions with all customer groups. This post will play a key role in supporting live functionality across that suite of portals and forms, providing training and user materials for end users and testing new developments.

Reporting line
The role reports to the Digital Systems Manager.

Job purpose
The Training and Support Analyst will help with building, maintaining and supporting INTO's range of new customer facing portals and application forms. They will have the opportunity to actively contribute to the initial development and ongoing evolution of those systems, supporting the Business Analysis as needed. The post will provide first/second line support for all live functionality, supported by other members of the project team. The post-holder will also provide training through a number of methods such as videos, webinars, training materials and user guides. The role will also cover elements of testing new developments when required.

Key accountabilities and duties
Role and responsibilities

- Support the ongoing development of INTO's portal environment, supporting the continual

evolution of system functionality
- Provide first/second line support on all live functionality
- Managing Fresh Service system and providing solutions in a timely manner
- Produce training materials/guides to support launch and ongoing adoption
- Provide face to face and remote training to users
- Support with testing as needed on both existing system enhancements and new developments
- Support the Digital Systems Manager with aspects of the Global Application Form and on-boarding new partners
- To carry out similar duties on other IT projects as required

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The post is based in Brighton. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Please see the next page for person specification…

Person specification

	Essential	Desirable
Legal Status	• Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EU passport.	
Education/ Qualifications	• Bachelor's Degree (or equivalent) or equivalent professional experience	• Training Qualifications/ Support and Analysis experience
Experience/skills	• Proven training experience in an IT environment • Familiarity with good practice in IT training and support • Experience of delivering IT support in a customer-facing role • Willingness to learn and develop knowledge of relevant systems	• Experience in the education industry • Experience of projects delivering customer portals • Experience of projects using an Agile methodology • Experience of testing frameworks and systems • Experience of training users on IT Systems