



Job advert

Training and Support Analyst

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

Requirements

The Training and Support Analyst will help with building, maintaining and supporting INTO's range of new customer facing portals and application forms. The post will provide first/second line support for all live functionality, supported by other members of the project team. It will also require training materials to be created with elements of face to face and remote training to end users. We are looking for a candidate with experience of dealing with support calls and communicating with our customers. The candidate will also have an analytical mind and will be confident to provide training and produce user guides for the range of portals and application forms.

Salary

Band C: £22-£28K per year (dependent on experience)

Application process

Please refer to the job description for this post for the necessary skills and experience required. Send your CV along with a covering letter stating why you are suitable for the role and where you saw it advertised to: Matt Webster **via email to:** HQ.career@intoglobal.com

The closing date for applications is 9am on Friday 14th June 2019

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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 Served check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

For further details, a full job description and a copy of our Candidate Privacy Notice see

<https://intoglobal.com/jobs>

INTO is an equal opportunities employer.

INTO is committed to safeguarding and promoting the welfare of young people, and child protection screening will apply.

<http://www.intoglobal.com/>

INTO Giving is the charitable arm of INTO University Partnerships and is committed to increasing access to education and improving the quality of education for disadvantaged young people around the world. INTO employees are encouraged to take an active role in INTO Giving.

To find out more please visit www.into-giving.com.