

**Job Description**

##### **iTrent Systems Administrator**

Post: Systems Administrator – 1 year fixed term contract in the first instance

Grade: Scale S01-PO2

Hours: 36 hours over 52 weeks (full-time) – postholder may work up to 2 days per week remotely

Responsible to: Director – Human Resources

Base: Uxbridge Campus

**SCOPE OF THE POST**

HRUC is a newly merged College Group, bringing together Richmond Upon Thames College and HRUC (2017 merger of Harrow College and Uxbridge College) in January 2023.

The Systems Administrator will play an important part in the administration of the organisation’s HR & Payroll system, iTrent, and will work closely with Systems Administrator at Richmond who use CIPHR. The Administrator will ensure the delivery of a high-quality customer focused service by providing comprehensive support and system administration. The Administrator will provide the College and its stakeholders with the necessary information, data and systems support to enable the effective management of its resources.

**MAIN TASKS**

1. The post holder will prepare hardware and software to receive any new iTrent installation. The post holder will validate pre-requisite software availability and release levels. This will involve installation configuration options and location and specification of hardware to support iTrent users.
2. The post holder will make iTrent documentation available to users as required.
3. The post holder will support the upgrade of iTrent, the post holder will need to understand what has been changed in iTrent and how it might affect users. The post holder will inform the various iTrent users, both as individuals and as groups, of any changes that are relevant to them, and determining any actions that may be required as a result of these. The post holder will Backup iTrent data before an upgrade. The post holder will work with all parties to complete the Installation of the upgrade and ensure testing of new features and confirming that existing functionality has been retained.
4. Between releases of iTrent software, MHR will issue patches that correct issues with the software. The post holder needs to check the Service Cloud to see what patches have been issued, identify if they are relevant to HRUC’s installation and, where necessary work with relevant parties to download and install them into HRUC’s test system
5. The post holder needs to control and maintain HRUC’s test environment in addition to the live environment. Upgrades, patches and new system settings and processes need to be evaluated, and, when appropriate, installed into HRUC’s live system in a controlled manner and to liaise with users accordingly
6. The post holder needs to ensure daily backup scheduling with relevant parties to preserve data input together with established recovery procedures in case of serious errors.
7. The post holder will need to support users with iTrent configuration options, such as but not limited to, maintaining data field names, screen locations and organization charts. The configuration set up will have system wide implications and affect how all of HRUC’s iTrent users, use the system and how and what the system does. The configuration options can also be changed after installation. The post holder will ensure that iTrent is maintained following any such changes.
8. The post holder will ensure that iTrent Audit is enabled, and audit policies and audit archive procedures established and scheduled. The post holder needs to ensure that Audit data is regularly cleared down and archived. The post holder needs to set up a Batch job to support this process
9. The post holder will need to be aware of Batch and Workflow tasks to be performed by the iTrent system and to ensure that any associated actions that need to be performed are completed including building workflows and batch processes.
10. The post holder will need to manage, monitor and control the disk space used by the operations of iTrent
11. The post holder will need to maintain iTrent Function and data access, allowing groups of users to access and use iTrent in identical ways
12. The post holder will need to create new iTrent users, providing them with relevant roles, assign user passwords and activate users who have forgotten their passwords.
13. The post holder will need to maintain the iTrent system so that it is compliant with HRUC’s security rules. This includes the rules for logon passwords and their renewal, access permissions and restrictions to iTrent data. The post holder will ensure the reliability and security of data held within iTrent.
14. The post holder will need to maintain, monitor and control iTrent global tables which are created for commonly used items of data.
15. The post holder will need to perform routine updates to iTrent data that is supplied from outside sources and agencies. These may include Quick Address postcode data, Local government and Further Education coding values and others
16. The post holder will where appropriate send messages to iTrent users, such as issuing warnings, system outages, user reminders and application tasks that need to be performed
17. The post holder will have access performance monitoring tools and will need to make changes to the system in a controlled manner. The post holder will run regular diagnostic tests.
18. The post holder will use tools and controls available in iTrent to ensure that users can access their data and local printers in an efficient manner.
19. The post holder will work with the software provider (MHR) to resolve any system issues and ensure that system upgrades and licensing are kept up to date.
20. The post holder will develop and deliver training and development to all system users as may be required
21. The post holder will provide the first point of contact for internal/external customer queries on iTrent enquiries. The post holder will examine and resolve the more complicated Employee Self-Service (ESS) and People Manager queries.
22. The post holder will prepare clear, concise and accurate iTrent guidance notes within agreed timescales as and when new functionality is added.
23. The post holder will produce business objects reports as required for the HR and Payroll teams and as required the post holder will review system generated reports to identify errors or irregularities. Produce the reports for Governors and any mandatory report for example; Gender Pay Gap and DfE workforce survey.
24. The post holder will maintain the accuracy of budgeted establishment on iTrent – register new posts, closure/suspension of vacancies; amend reporting lines to ensuring that the College maintains accurate budgeted establishment information
25. Acting as the iTrent champion the post holder will identify and develop best practice compliance and authorisation process to enable straightforward, logical, user centred access to and efficient operation of all iTrent HR and Payroll processes
26. The post holder will work with relevant business areas across the College to map and develop processes, including approvals and authorisations, modifying HR processes as required to ensure consistency of approach and value for money.
27. Ensure organisation structure and costing structure is maintained.
28. Ensure structure workflow groups and structure groups are maintained.

**Other Duties**

1. Contribute to the Learner experience throughout the College.
2. Promote the efficiency and effectiveness of the HR Department.
3. Attend meetings and conferences as required from time to time at the College and elsewhere and undertake appropriate staff development.
4. Participate in staff development activities, staff conferences and the College appraisal system.
5. Assist with staff development particularly as related to the duties of this post.
6. Participate in Open Evenings, Parent/Student Consultation Evenings and other College events as required.
7. Work closely with colleagues to promote a corporate approach to the organisation and management of the College.
8. Use Information Technology where appropriate and demonstrate a commitment to developing own IT skills.
9. Promote a positive image of the College in the local community.
10. Assist with the promotion, supervision, management and administration of such College activities as may be required from time to time.
11. To carry out any other duties commensurate with the general level and scope of the post as may be required by your line manager.
12. To promote equality & diversity, safeguarding and prevent within the College.

**NB: References to College in this document are intended to refer to both Harrow and Uxbridge College.**

**Further Education is an ever-changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.**

**ITRENT SYSTEMS ADMINISTRATOR**

#### **Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Essential | Desirable | How assessed?\* |
| **Qualifications** |  |  |  |
| 4 GCSE (grade C or above) or equivalent qualifications  | **ü** |  | Af/Cert |
|  Educated to degree level |  | **ü** | AF/Cert |
| Knowledge, Skills and Experience |  |  |  |
| Good understanding of HR or Payroll policy, process, and experience of working with iTrent | **ü** |  | AF/IV |
| Experience of working with CIPHR |  | **ü** | AF/IV |
| Experience of working collaboratively with internal and external stakeholders, establishing and maintaining positive working relationships and removing unnecessary barriers to service delivery. | **ü** |  | AF/IV |
| Experience in the production and analysis of statistics and management information using business objects | **ü** |  | AF |
| * Expert in MS Office applications and an advanced level of IT literacy, displaying an aptitude for systems, data and processes.
 | **ü** |  | IV |
| * Excellent verbal and written communications skills with the ability to translate technology systems issues into simple language when communicating with users
 | **ü** |  | IV |
| Ability to work in a pressurised environment dealing with a range of tasks simultaneously | **ü** |  | AF |
| Excellent planning and organisational skills | **ü** |  | AF/IV |
| Able to work flexibly, independently and as a team player, recognising when and how matters should be escalated. | **ü** |  | AF, IV |
| Ability to prepare and write reports to support the HR team with strategic priorities and for other stakeholders | **ü** |  | AF, IV |
| Good literacy and numeracy skills | **ü** |  | AF / Test |
| Understanding of the iTrent software and the ability to upgrade maintain, monitor and install iTrent software | **ü** |  | AF, IV |
| **Personal Attributes** |  |  |  |
| An enthusiastic and positive manner  | **ü** |  | IV |
| Ability to work flexibly when required | **ü** |  | IV |
| Ability to work under pressure | **ü** |  | IV |
| A commitment to personal and professional development | **ü** |  | AF/IV |
| A Commitment to Equal Opportunities, safeguarding/prevent | **ü** |  | IV |
| Demonstrating a commitment to HRUC’s vision, mission and values at all times. |  |  | IV |

Evidence of criteria will be established from:

AF = Application Form

IV = Interview

Cert = Certificates checked on induction

Test = Work related task at selection process