APPLICATIONS SUPPORTER JOB DESCRIPTION

Job Title:	Applications Supporter
Line Manager:	ICT Manager

Purpose of Job

Employees in this job direct the activities of subordinate personnel to provide support for not only ADMIN Team but also for ACADEMY Team. The main purpose of this position is to oversee various data systems. They are responsible for organizing, storing and analyzing data as efficiently as possible, while always upholding agreed-upon security standards.

The employee is required detail-oriented individuals with a knack for analytical thinking. They're good at communicating with colleagues and training on school systems, MIS and other educational apps for whole school.

Duties and Responsibilities

1. Plans and provides training on school systems, MIS and other educational apps.
2. Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.
3. have an in-depth working knowledge of MIS systems and be able to use all educational system.
4. Maintains records, prepares monthly reports, and composes correspondence relative to the School MIS work.
5. Monitors mainframe system (MIS, ERP, HRIS, etc) processing activities by observing console peripherals, input and output, to ensure throughput of data.
6. Develops and maintains the mainframe school system operating schedules; analyzes school system load and operating problems to utilize equipment and personnel effectively.
7. Coordinates the mainframe activities of data processing operations with programming, systems analysis, and with users.
8. Determines appropriate reload and backup procedures for databases, and monitors and records impact of aborted jobs on data base and data communication files.
9. Directs the performance of all functions required to prepare and install school computer and related equipment including connections to the data communications network.
10. May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.
11. Performs related work appropriate to the classification as assigned by line manager.

Requirements

Above all, an in-depth knowledge and successful track record of working with the appropriate MIS and school system is the most important qualification. The main ones are:

- MIS (Engage)
- ERP (Dynamic AX 365)
- Online Registration (School Buddy)
- EY (Seesaw)
- MS Office365 (Sharepoint & Teams)

Commonly used data reporting and mining tools include:

- Timetabler
- Pupil Tracking
- Reports
- Room Booking

1. Bachelor degree holder;
2. At least 3 years' experience in the same or similar line of work;
3. Personable and culturally sensitive;

4. Excellent service mind, communication skills and fluency in speak English;
5. Excellent computer skills;
6. Be genuinely interested in the business of education;

Education is an ever-changing service and all staff are expected to participate constructively in school activities and to adopt a flexible approach to their work. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The post holder will be expected to comply with any reasonable request from the line manager to undertake work of a similar level that is not specified in this job description. This job description may be amended at any time following discussion between the line manager and member of staff, and will be reviewed annually during the appraisal process, and will be varied in the light of the business needs of the school