

Role Descriptor

Role Title:	Platform Analyst (INF24-037)
School/Service:	Infrastructure
Normal Workbase:	Your normal place of work is the Stoke Campus, but you will be required to work or be based at any premises the University occupies or any other reasonable location where the University is undertaking its business.
Grade:	5
Role Family:	Technical Expert
Reporting To:	Platform Manager
Responsible For:	None

Summary of the Role

Undertake routine changes to the Azure and associated server platforms, and continuously monitor the performance of digital platforms and respond to and resolve incidents and support requests.

Key Accountabilities

1. Continuously monitor the performance of digital platforms, including websites, apps and other online services, analyse key metrics such as uptime, load times, user engagement and transaction success rates to identify areas for improvement
2. Evaluate and optimise the user experience (UX) on digital platforms by analysing user behaviour data, conducting usability testing and gathering feedback. Recommend and implement small changes to enhance usability, accessibility and customer satisfaction
3. Respond to and resolve platform-related incidents and issues promptly, ensuring minimal disruption to users. Conduct root cause analysis with senior members of the team and collaborate with technical teams to implement long-term fixes and prevent recurrence.
4. Work closely with developers and Digital Services teams to ensure that platform enhancements, updates and new features align with University goals and user needs and facilitate communication between technical and non-technical teams
5. Ensure that digital platforms comply with relevant security standards, data protection regulations and industry best practices. Regularly review and update security protocols and work with the cyber security teams to address vulnerabilities.

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6. Manage and track support requests and incidents using the ticketing system, prioritising and escalating issues as needed, ensuring timely resolution and effective communication with users and ensuring KPI's and SLA's are met

Role Dimensions

Qualifications

To be successful in this role you will need to hold the following qualification requirements:

- Graduate / HND in Computing or Information Technology or the equivalent professional experience of IT.
- Working towards a qualification as a Microsoft Technology Associate, Solution Associate or equivalent qualification or experience.

Experience and Knowledge Requirements

To be successful in this role you will need to demonstrate:

- Knowledge and understanding of one or more Microsoft Products and technologies e.g. Active Directory, Azure, Office 365, Skype, SharePoint, One Drive.
- Knowledge and experience of script writing in one of the following PowerShell, Visual Basic, C#, SQL or batch files.
- An understanding of the various types of system software used throughout the University's digital estate such as Windows desktop and server.
- Experience of delivering exceptional customer service to stakeholders and establish relationships and maintain contacts with people from a variety of backgrounds and disciplines

Core Competencies

As a University we have aligned success, in all roles, to the demonstration of all ten Behavioural Competencies that bring our Values to life. Demonstrating these Behaviours is a critical part of a successful career at the University of Staffordshire. Whilst you are expected to demonstrate all ten behaviours, five core behaviours have been identified as essential for success in the Technical Expert role family as follows:

Self-Aware and Never Stops Learning

Invests time in their own development - seeks feedback and works to role model the University values. Holds their hands up to mistakes and learns from them. Is genuine and straightforward in their dealings with others. Demonstrates tact and diplomacy in difficult situations, reflecting on the learning in every situation, good and bad.

Service Excellence

Understands their internal and external customers and their wants and needs. Works consistently to deliver a service that exceeds customer expectations. Takes pride in delivering service excellence.

Personal Credibility

Takes pride in doing a great job. Demonstrates energy and commitment in all aspects of the role. Focuses on the things that make the biggest difference to the University, the team and the department.

Leadership

Demonstrates leadership of self or self and others if in a management role. Takes responsibility for own actions and where in a manager/leader role, the actions of their team. Demonstrates the University values consistently in the way they work. Inspires others by their actions.

Digital

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Demonstrates a positive approach to working with University systems, software and technology. In an ever-changing environment seeks out opportunities to embrace change using digital skills, software, and technology to improve processes and drive behavioral and organisational change.

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University Responsibilities

The weekly hours and days of work are outlined in the contract of employment. However, the nature of university business may require the post-holder to occasionally work outside core hours at evenings and weekends to ensure continued delivery of an excellent student and customer experience.

All staff are responsible for looking after their own health, safety and wellbeing and that of others who may be affected by their acts or omissions.

All staff are required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

Variation to Role Descriptor

The role descriptor summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility. The University reserves the right to vary the duties and responsibilities set out within this role descriptor.