

QA

**JOB
DESCRIPTION**



1. JOB SPECIFICS

Job Title:	Course Support and Student Operations Officer
Reports to:	Course Support Team Leader/Head of Student Services
Location:	Birmingham
Department:	QAHE (IT)

2. ABOUT THE ROLE

What you'll be doing?	<p>Prepare, maintain and deploy IT resources to facilitate effective course delivery and support the Student Services department. To maintain high standards that meet or exceed the internal and external customer and staff expectations of QAHE and its University partners. Ensure that the students' experience in IT and interactions with Student Services is positive. Providing first line response to IT issues and student administration. Assist in classroom expansions, changes and provisions where necessary.</p>
Key Responsibilities	<ul style="list-style-type: none"> ○ Check all classrooms and equipment are ready for teaching each day. ○ Set up for rooms for examination events. ○ Support delivery of projects as requested by line manager. ○ Deliver a first class and focused front line service attending to all face to face, written and telephone enquiries. ○ Respond to incoming telephone calls, letters, emails in a timely and professional manner. ○ Assist with the enrolment and induction of students where required. ○ Develop skill set in-line with the maintenance requirements for the business. ○ Assist with all aspects of student administration (to include student letter requests, student record management). ○ Ensure a professional customer facing attitude and response is maintained at all times. ○ Issues identified are pursued to satisfactory resolution or escalated through line management. ○ Monitor, identify, report and rectify issues/problems as appropriate.

	<ul style="list-style-type: none"> ○ Working with line manager and centre based colleagues to meet the operational IT service requirements to all QAHE centres. ○ Support installation and maintenance of hardware as required.
KPIs & SLAs	<ul style="list-style-type: none"> ○ Timely and accurate deployment of resources to meet the demands of the course schedule, customers and staff. ○ Maintain appropriate levels of documentation, reporting and escalation. ○ Accurate and professional level of administrative support. ○ Positive student feedback.
Key Working Relationships	IT line manager, QA IT and IT departments from all partner institutions, Head of Operations

3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> ○ Ability to assess and resolve technical issues efficiently. ○ Effectively escalate IT related issues which may lead to problems in the future. ○ Excellent communication skills ○ Good organisational, problem-solving and planning skills ○ Ability to think outside the box to find solution to issues or problems. ○ Self-starter, able to manage time and work without direction at times. ○ NPI score.
Your Experience	<ul style="list-style-type: none"> ○ Excellent customer service with evidence of training ○ Experience of installing and configuring operating systems as well as software ○ Demonstrable evidence of analysing and resolving technical issues ○ Reception and external telephone experience preferred ○ Experience of multi-tasking and delivery to agreed timescale
Your Knowledge	<ul style="list-style-type: none"> ○ Good knowledge of Microsoft based operating systems

	<ul style="list-style-type: none"> ○ Microsoft Office ○ Business / educational environment ○ Basic knowledge of networking including IP addressing ○ Understanding of general infrastructure based technology issues
<p>Your Qualifications</p>	<ul style="list-style-type: none"> ○ Degree level qualification desirable but not essential.
<p>What you'll bring to QA</p>	<ul style="list-style-type: none"> ○ Willing to be involved in all IT work projects ○ Must be able to make good timely decisions and be accountable for them. ○ Must have exceptional interpersonal skills and a high level of emotional intelligence ○ The ability to operate well within a team environment.

4. ABOUT QA

About us

We shape the next generation of technologists, leaders and innovators.

By powering potential – the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.

Why we do learning

For over 30 years, we’ve worked in technology – where the impact of great learning is changing the world.

A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries – they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.

Driving this revolution? People.

And this is where we come in.

People advancing their knowledge in technology – to enrich society – build a new culture – better how we live our lives, and how we work together.

People are learning to use technology to drive phenomenal change. This is our passion – powering their potential.

We promise to be

Bold

- Ambition is great. We set ambitious targets – holding ourselves and others to ever-higher standards.
- We contribute (insightfully) to the debate inside and outside QA.
- We move. Quickly. We respond to your needs – fast.

Collaborative

- We spend time getting to know you – our learners and our customers – to earn your trust.
- We connect a solution to your problem – we have tonnes of different services to help you.
- We’re the positive person who actively gets stuck in to solving problems.

Progressive

- We embrace change – and support it.
- We challenge ourselves to use the latest technologies and methods – no matter how out there.
- We’re curious – about what you do, about what the person next to you does, about our customers and our learners.

<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives – you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years) – with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> ○ Season ticket loan ○ Corporate gym membership ○ Cycle to work scheme
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