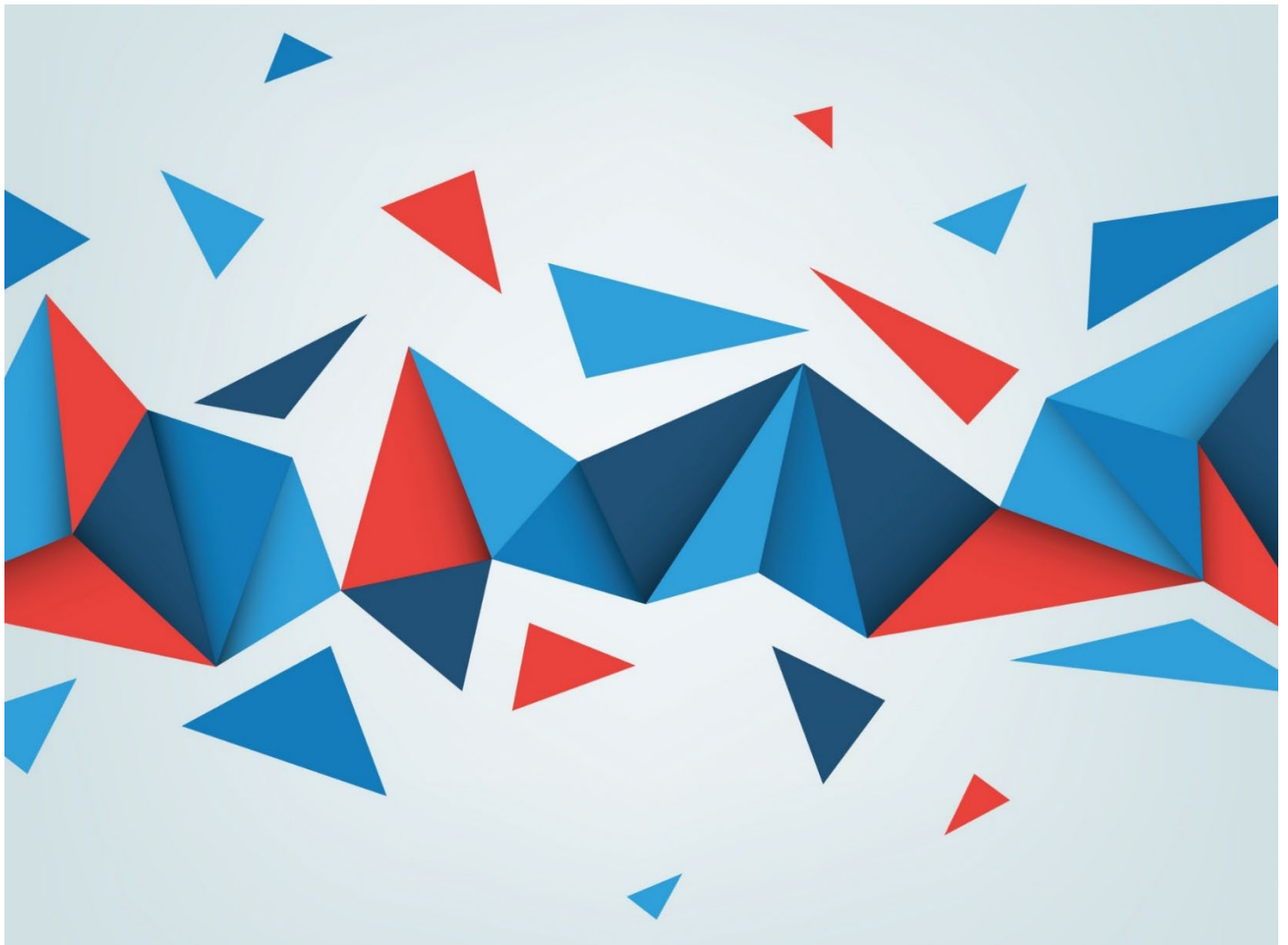




IT Systems & Support Limited
Job Description – IT Systems Business Support Officer
Job Reference - ITS020 – V1.00



Foreword

IT Systems & Support Limited is a vibrant and forward thinking company which is dedicated to providing high quality, total IT solutions.

We are based in Darlington and provide a variety of services to our supported clients which include on-site, remote and web based support as well as being an Internet Service Provider (ISP). Our belief and ethos is to free organisations from the day-to-day management of IT solutions, enabling them to concentrate and excel.

As a company we believe in long-term partnerships whilst developing relationships and trust with our customers. IT Systems & Support are proactive enablers for driving forward IT and tailoring it to the specific needs and requirements, encapsulating all aspects of our supported service. We create and share information, develop digital resources and help to improve administrative efficiency through the use of Information Technology.

Version Information

Document Title:	Job Description – IT Systems Business Support Officer
Document Owner:	Mr John Agar - IT Systems & Support Limited
Audience:	Directors, Employees
Distribution:	Recruitment
Version Number:	ITS020 - v1.00
Date:	18/08/2025

Post Title:	IT Systems Business Support Officer
Grade:	Salary range £27,100.00 to £31,304.64 (review after three months)
Job Share:	This post is not eligible for Job Share.
Reporting Relationship:	Managing Director / Technical Director.
Job Purpose:	The applicant will play an important role within IT Systems & Support Limited to deliver an effective and strategic support and training of both data protection and MIS (Management Information Systems) services. This will be achieved by providing support and training within IT Systems, so to enhance the services the company provides.

Main Duties / Responsibilities

- To maintain expert knowledge of data protection law and practices, as well as other professional qualities, to ensure that IT Systems and Support Limited and its service customers comply with the requirements of the UK GDPR and relevant data protection law(s) and regulations.
- Reporting directly to the Board of Directors / highest management, The IT Systems Business Support Officer must inform and advise on the protection of personal data in relation to the UK GDPR law(s) and regulations.
- The IT Systems Business Support Officer will ensure that documentation to demonstrate compliance with the GDPR such as policies and procedures are kept up to date.
- The IT Systems Business Support Officer will plan, schedule and undertake data processing audits regularly, monitoring core activities to ensure they comply with the UK GDPR.
- The IT Systems Business Support Officer is the main contact point for customers and will liaise with all members of staff on matters of data protection.
- The IT Systems Business Support Officer will primarily be responsible for the smooth running of the MIS Software Support Service via Designation or any other schools under their remit. Develop and maintain an up-to-date knowledge of issues relating to the implementation of SIMS and Arbor software in schools, through internal training, responding to calls where assistance is required, as well as making regular site visits in order to achieve a consistently high standard of customer support.
- The IT Systems Business Support Officer will play a key role in preparing, delivering and updating training courses and material as required within the post.
- The IT Systems Business Support Officer will be required to maintain an up-to-date knowledge of both the SIMS and Arbor Suites. This will be achieved by attending training courses and technical support seminars to keep at the forefront of technical developments.
- The IT Systems Business Support Officer will analyse, investigate and resolve high level support issues from customers via incoming telephone calls, emails and support tickets logged via the IT Systems support portal.
- The IT Systems Business Support Officer will be required to contribute towards the knowledge of other colleagues within IT Systems so maintaining effective management of their Primary and Secondary school supported sites.
- Build and maintain strong working relationships with relevant supported customers.
- Forecasting any needed improvements, budgeting for and implementing any changes in line with the Technical Director and the Managing Director as required.
- Support customers in line with IT Systems published SLA and Service Standards for Support.

- To complete administration tasks in accordance with the IT Systems & Support Limited so to ensure the effective discharge of the above duties.
- Attend and participate in regular meetings and provide effective feedback on IT Systems and school developments and issues.
- Participate in training and other learning activities and performance development as required.

Specific Duties and Responsibilities

- Support the Senior DPO to fulfil IT Systems & Support Limited's obligations in response to requests from customers who take out our DPO as a Service (DSAR, DPIA etc).
- Support our serviced customers to ensure organisational compliance with Data Protection Legislation and principles.
- To ensure that a high quality service is provided on aspects of Information Management and Data Protection.
- Directing customer's responses to Data Protection requests, allocating and leading on caseload work within the company.
- Maintain professional awareness by keeping up to date with developments in Data Protection, information management and related areas.
- To be aware of procedures for systems that contain personal data and to ensure supported customers comply with the Data Protection Act regarding requests from individuals.
- To provide SIMS and Arbor software support for Primary and Secondary school sites under their remit including, but not limited to, all software extensions including cashless payments etc.
- To work with staff and senior leaders in schools to develop, maintain and administer the relevant support for the MIS Suite of Software with a high level of emphasis on training.
- Troubleshooting, installing and updating MIS Software in line with released upgrades or Patches.
- Liaise with vendors where school related issues need to be escalated as appropriate.
- Creation and provision of training courses for schools either within the company training suite or via direct support to school staff either via direct site visits or web link.
- Provide support to schools for Census, Work Force Census and End of Year Procedures as required.
- To be recognised as an MIS expert whilst at all times maintaining a high level of systems knowledge.
- Provide telephone and desktop support to MIS supported customers as appropriate.

Skills / Attributes Required

- Previous experience with a minimum of two years in a similar role.
- Excellent working knowledge of both UK GDPR and UK Data Protection Acts.
- Experience preparing training materials and delivering training
- Excellent working knowledge of both ESS SIMS and Arbor software including Core and Curriculum suite.
- Excellent communication skills, both written and verbal.
- Strong Customer focus.
- Be able to interact with other colleagues to ensure full awareness of any issues.
- Experience of working in a similar environment.

- Contribute to the overall ethos / work / aims of IT Systems & Support Limited and play an active role within the development of the company.
- Appreciate and support the role of other professionals as part of this post.
- Comply with health and safety policy and systems, report any incidents / accidents / hazards and take pro-active approach to health and safety in order to protect yourself and others.
- Any other duties of a similar nature related to the post which may be required from time to time.
- To be aware of and comply with policies and procedures relating to child protection, confidentiality, reporting all concerns to an appropriate person.
- Confident in using mainstream Microsoft applications, web-based applications and similar products.
- Good awareness of IT, computers and computer peripherals.
- Experience working to mandatory deadlines.

Additional Requirements

- Contribute to the overall ethos / work / aims of IT Systems & Support Limited and play an active role within the development of the company.
- Appreciate and support the role of other professionals as part of this post.
- Comply with health and safety policy and systems, report any incidents / accidents / hazards and take pro-active approach to health and safety in order to protect yourself and others.
- Any other duties of a similar nature related to the post which may be required from time to time.
- To be aware of and comply with policies and procedures relating to child protection, confidentiality, reporting all concerns to an appropriate person.

Person Specification: ITS017

Essential Attributes

	Criteria No.	Attribute	Stage Identifier
Qualifications & Education	E1	• Excellent numeracy & literacy skills.	A/I/C/R
	E2	• A recognised educational or vocational qualification.	A/I/C/R
	E3	• A relevant qualification to the role.	A/I/C/R
Experience & Knowledge	E4	• Experience of Microsoft products.	A/I/R
	E5	• Minimum of two years' experience in a similar role.	A/I/R
Skills	E6	• High level of interpersonal & communications skills.	I/R
	E7	• Ability to work under pressure, determine priorities and meet tight deadlines.	I/R
	E8	• Ability to work both individually and as part of a team.	I/R
	E9	• Ability to manage change in a rapidly developing environment.	I/R
Personal Attributes	E10	• Flexible approach to working patterns to meet the needs of the company and its services.	I/R
	E11	• Committed and conscientious approach to work and projects.	I/R

	E12	• Integrity, initiative and innovative.	I/R
	E13	• Commitment to embrace the ethos, core values and philosophy of the company.	I/R

Desirable Attributes

	Criteria No.	Attribute	Stage Identifier
Qualifications & Education	D1	• NVQ Level Two or equivalent in a relevant subject.	A/I/C/R
	D2	• Relevant qualification as a DPO.	A/I/C/R
	D3	• Relevant qualification in SIMS.Net.	A/I/C/R
	D4	• Relevant qualification in Arbor.	A/I/C/R
Experience & Knowledge	D5	• Good knowledge of school systems and school processes.	A/I/T/R
	D6		A/I/R
	D7	• Good working knowledge of school pupil and parent facing finance products.	A/I/R
	D8		A/I/R
	D9	• Ability to understand school data and assessments.	A/I/R
	D10	• Extensive understanding of SIMS.NET Assessment Manager module and associated systems.	A/I/R
	D11	• Experience working as a DPO.	A/I/R
		• Experience working in a dedicated MIS support unit.	

Key – Stage Identifier

A	Application Form
C	Certificates
T	Tests
P	Presentation
I	Interview
R	References

PLEASE NOTE THAT SUCCESSFUL APPLICANTS WILL BE REQUIRED TO COMPLY WITH ALL IT SYSTEMS & SUPPORT POLICIES, INCLUDING THE NO SMOKING POLICY.

THIS POST IS SUBJECT TO ENHANCED DISCLOSURE AND RELEVANT VETTING CHECKS WILL BE TAKEN BEFORE AN APPOINTMENT IS MADE, THESE WILL ALSO BE SUBJECT TO RECHECKING AS APPROPRIATE.

Content and specification within this and other documents are subject to change without notice please contact IT Systems & Support Limited for clarification on any aspect as required