

Job description

Job title: SIMS Consultant

Reports to: MIS Manager

About School Business Services

SBS are one of the UK's leading suppliers of education support services with a portfolio that includes the full spectrum of Finance, MIS, ICT, HR & Payroll services. Providing professional teams that have a wealth of experience and an excellent reputation within the education arena.

Principal Job Role

The post holder is required to provide consultancy, training and support to schools in the use of Capita SIMS MIS to ensure effective use and improve efficiency of the systems use within the school.

The role involves visiting schools in the London area (mostly) and liaising with senior managers, headteachers and administrative staff to raise awareness and further develop the use of SIMS.

The post requires excellent communications skills and a sound knowledge of education.

Duties & Responsibilities

- To provide onsite support and training in SIMS Core products i.e. SIMS .net; STAR7, SEN, Behaviour Management, Registration and Admissions, Statutory Returns and Attendance 7. Knowledge of Assessment 7, Discover and Personnel would be an advantage;
- To be aware of developments in SIMS and to keep up to date with educational initiatives;
- To provide technical input relating to developments in SIMS;
- To provide helpdesk services, as required;
- To carry out software upgrades and install patches whenever necessary;
- To contribute to the development of the service to further expand into other educational establishments;
- To produce SIMS Case Studies for inclusion within the SBS web site for marketing purposes;
- To provide assistance with data issues that may arise and to escalate as and when appropriate;
- To contribute to the content for our SIMS Newsletters (half termly production) for hints and tips and general information.

Relationships

- Strive to create relationships with school senior leadership teams.
- Obtain school senior leadership teams details and communicate effectively and positively all SBS actions and plans.
- Ensure that in the eyes of the school senior leadership team, SBS are indispensable wherever possible.
- Whilst in the SBS offices to act as a focal point for SIMS related issues and assist colleagues with SIMS/MIS questions.

Service Desk

- The service desk operation within SBS is a critical part of our service to schools, the central part of the company for our main services serving customers and employees alike. The service desk is the first point of contact for all of our customers, suppliers and colleagues and will always be the main hub of our company.
- The service desk operation is flexible and is managed by a rota system to ensure at least 2 people are available each day.
- The service desk significantly contributes to the growth of our company by allowing people to understand our business and customers' requirements and provide them with a fantastic platform to provide either field sales or consultancy services.

Any additional duties commensurate with the post as specified by the MIS Manager