London Business School

JOB DESCRIPTION

Job Title	**Systems Support Manager**		
Reports to	**Senior Manager & Product Owner, Transformation & Data**		
Department	**Central Services, Degree Education**		
Job Family	**Business Services**	**Level**	**3**

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

We draw from London's status as a financial, entrepreneurial, and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The Degree Education department plays a vital role in the success of London Business School. We are responsible for designing, promoting and delivering the School's portfolio of twelve Master's degree programmes in London, Dubai, New York and Hong Kong. Delivering world-class global programmes is at the heart of what we do, whilst ensuring that we maintain a commercial perspective.

As a department, we play a critical role in attracting exceptional candidates from all over the world. In addition, both when our students embark on their learning journey and when they become alumni, the Career Centre team, liaising closely with employers, works hand in hand to help them secure internship and full-time positions, and continues helping them make educated career choices.

Ranked among the best in the world, our Master's Degree programmes shape individuals into global business leaders. Our programme portfolio consists of 12 programmes: Masters in Management, Global Masters in Management, Masters in Financial Analysis, Masters in Analytics and Management, Master in Finance Full-time

2 and Part-time programmes, MBA, Executive MBA London and Dubai Programmes, EMBA-Global (partnership with Columbia Business School), and Sloan Masters in Leadership & Strategy.

Every year we recruit approximately 1,500+ students from all over the world, and at any given moment we have more than 2,500 students. Our students' study in London, Dubai, New York and Hong Kong.

Job Purpose

The System Support Analyst role focuses on providing technology support, training on technology and processes, and system administration for all Recruitment and Admissions (R&A) staff.

Key Responsibilities:

- **Subject Matter Expertise:**

    o   Have a deep understanding of all technologies used by the R&A team. With a particular focus on CRM technologies.

    o   Maintain a thorough understanding of R&A processes and key tasks.

- **Front-Line Support:**

    o   Act as the single point of contact for IT Application Support, representing all R&A users.

    o   Escalate and track issues, assist Application Support in resolving them, and communicate updates to the R&A team.

    o   Manage the Transformation R&A shared mailbox.

    o   Respond to diverse user requests, including training needs, technical advice, and investigating technical issues.

- **System and Training Management:**

    o   Create and update all process and technical guides, including in the support of process changes.

    o   Design and deliver training on core R&A systems, including new starter training, key skills training, and training for newly introduced technologies.

    o   System support tasks as well as testing to ensure optimal performance and reliability of systems.

- **Process Improvement Management**

    o   Evaluate processes and systems in Recruitment & Admissions to identify and implement improvements.

    o   Collaborate with stakeholders to design solutions using technical expertise.

- **Material and Policy Development:**

    o   Develop materials and policy guidance with supervision from senior colleagues to support the R&A function within the Degree Education (DE) Department.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require
- Resolve operational day-to-day issues referred from across the School.
- Design and develop materials and policy guidance, with supervision from more senior colleagues
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in business support services

Collaboration

- Collaborate closely with team members, other analysts and departments across the School to enable cross-department working, to drive consistency of approach/standards through the wider School.
- Develop strong, collaborative relationships with key stakeholders.

Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, delivering against project targets, time, cost and quality standards.

Process Improvement

- Proactively monitor processes, systems and practices within area of specialism and identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking.
- Design process improvement solutions through talking to stakeholders and utilising technical skills and knowledge.
- Document process notes, guidelines, and improvements.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Compliance with necessary regulations and processes.
- Proficiency in using the School systems and provide support/training to colleagues when required.
- Development of processes, procedures, solutions and improvements within own area of specialism.
- Production of high-quality reports, with analysis to support management decision-making.
- Development of relationships within and outside the team, and positive feedback from colleagues.

Knowledge/Qualifications/Skills/Experience required

Qualifications:
- Bachelor's degree or equivalent experience.
- Process improvement qualification (desired).

Technical Skills:
- Proficiency in software related to the area of specialisation, such as CRM systems like Microsoft Dynamics CRM. Experience of other CRMs desirable.
- Experience in designing and delivering technology training, including creating tailored resources for different audiences.
- Solid project management skills for coordinating technology upgrades, implementations, or process improvements.

Training and Communication:
- Excellent communication skills with the ability to break down technical issues and explain them clearly to non-technical audiences.
- Proven ability to design and deliver comprehensive training programs, covering new systems, key skills, and process updates.

Process and Organisational Skills:
- Exceptional organisational skills with meticulous attention to detail for maintaining accurate documentation, guides, and tracking systems.
- Expertise in identifying opportunities for process improvement and implementing effective solutions.

Customer Service Orientation:
- Previous experience working in a higher education environment desirable.
- Previous experience working in a customer service-oriented environment,
- Strong interpersonal skills for building trust and positive relationships with staff and stakeholders.

By combining technical expertise with process alignment and user-focused support, the Systems Support Analyst role ensures efficient operations within the Recruitment and Admissions department while contributing to the overall success at London Business School.

Resources including Team Management

n/a

Staff	n/a
Budgets	n/a
Date Updated	May 2025