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Job Title – Systems, Information and Data Analyst (Maternity Cover)

Salary - £20k per annum

Term- 12 months Fixed months contract

Hours -37.5 per week

Holidays- 25 days plus bank holidays

Pension- 6% employer contribution

Location – Hybrid (split between office in Wellesbourne and home working)

Education for Health - Education for Health is a dynamic UK based health care charity, with a primary focus of supporting health improvement. We do this by providing health care professionals with the knowledge and know-how they need to continually improve practice. This is achieved through education, training and facilitation combined with a variety of innovative and practical tools.

Our training is provided using a blended approach of on-line learning, live sessions via Teams/Zoom webinars and some face-to-face classroom training.

We currently employ between 20-30 staff and have a network of over 30 associates who provide clinical expertise and support for our courses. Alongside this we have a number of eLearning authors engaged in creating and maintaining our course content.

Roles and Responsibilities – The Systems, Information and Data team provides support for staff and associates across our portfolio of internal and externally facing systems. We provide first level IT support for our Microsoft products (Windows, Outlook, Excel, Word, Powerpoint, Teams, Sharepoint, Planners, Forms, Flows, etc.). We also provide support and development for our CRM system (SuiteCRM) and Learning Management software platforms (Canvas, Nimble and LifterLMS).

Specific roles and responsibilities, working alongside the other team members, will include:

- Managing IT tickets – this will include resolving or escalating where applicable.
- Adding, removing and editing user accounts on a number of platforms – including maintaining distribution lists, OOO messages, etc.
- Maintaining existing Microsoft Flows to ensure continued automation of tasks.
- Working with Microsoft Forms to create and maintain student and staff evaluations.
- Maintaining organisational charts.
- Assisting with CRM development, testing and support.
- Administering SIPS phone system.
- Assisting with eStore maintenance, development and testing.
- Providing support for our Learning Management Systems.
- Maintaining standard operating procedures and leaning guides.

Key requirements – preferable but not essential

- Educated to degree level.
- Experience of working with Microsoft products to an intermediate level (Excel, Word, Powerpoint). Experience of working with data from different sources within Excel would be advantageous.

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- Experience of CRM packages (SuiteCRM, Dynamics, Salesforce, etc).
- Previous IT support experience.
- Process driven with good attention to detail.
- Ability to understand fairly complex problems and a desire to investigate possible solutions.

Training will be provided so it is essential that the candidate has both the desire and ability to learn new software and processes and is interested in progressing a career in the development and support within the systems, information and data field.

If you are interested in furthering a career in this area or thinking of a change of career to a subject area that you have an aptitude for, then please send you CV to: IT@educationforhealth.org

Closing date is 5pm on 18th March 2022. Interviews w/c 21st March 2022