



Junior Systems Analyst

# Junior Systems Analyst

## Tanglin Mission

Tanglin Trust School Singapore has a long tradition of providing British-based learning with an international perspective. At Tanglin we strive to make every individual feel valued, happy and successful. Responsibility, enthusiasm and participation are actively encouraged and integrity is prized. Working together in a safe, caring yet stimulating environment, we set high expectations whilst offering strong support, resulting in a community of lifelong learners who can contribute with confidence to our world.

## Our Vision

We aspire to be the best school in the world with a dynamic learning community which nurtures and inspires every individual to be the best they can be. Our core values of Respect, Responsibility and Purpose are at the heart of everything we do across the school.

## The Role

To support the database driven applications and web technologies, including iSAMS, in-house databases, BlackBaud Education Edge, E-learning platform, HR and Library systems.

This role reports to the Applications Manager.

## Key Responsibilities

### 1. Account Management

- To support and manage applications across both business and faculty sides of the school, in line with agreed KPIs;
- Creation, update, troubleshooting, upload of photos, housekeeping of user accounts (staff and students) in systems such as iSAMS, CHQ, MSP; and
- Produce user and how-to guides for school admins (and Comms) to communicate to parents and staff (e.g. on boarding, password problem, etc.).

### 2. Data and Report Management

- The development and maintenance of database applications (currently File Maker Pro) as determined by the Applications Manager;
- Essential to have skills in SQL and knowledge in SQL Server Reporting Service;
- Desirable to have skills in MS Excel (Pivot table/Power Pivot), MS Access, and SQL query optimisation;
- Modify and update reports created in SSRS and Excel (Pivot table);
- Import offsite permission from MSP into iSAMS;

- The development and maintenance of website-based technologies such as the TTS website/e-learning website – as determined by the Applications Manager;
- In collaboration with the Technology (IT Infrastructure) Department, the maintenance of the above systems including server and software maintenance, timely updates and installation of software upgrades, bug fixes, regular housekeeping, performance monitoring and optimisation; and
- To produce and maintain documentation pertaining to the above technologies.

### **3. Project & Technical Development**

- General developer skills for troubleshooting and improvement on web (HTML, PHP, Javascript) and FileMaker applications.

### **4. General**

- Demonstrate a positive attitude towards colleagues, users and their needs;
- Work in areas of the school in other job- related tasks as circumstances require;
- Demonstrate effective interpersonal skills with the users;
- Display genuine desire to help the user to improve the work processes;
- Comply with the school's conditions of employment;
- On an annual basis, complete the Review and Development exercise and undertake identified development opportunities. Maintain an accurate and up to date record of all Professional Development opportunities;
- Be responsible for reporting any concerns about a child to the Designated Safeguarding Lead; and
- Embrace the School's commitment to creating a diverse and inclusive environment.

## **Personal Attributes**

- Be able to engage, enthuse and inspire others.
- Have high levels of personal integrity.
- Proven ability to use initiative, assume responsibility for tasks and projects and to resolve problems.
- Enjoy personal challenges and can give support to others.
- Be able to manage own wellbeing and support others with theirs.
- Believe positivity is as important as performance in the workplace and amongst the community.
- Enjoy connecting with all members of our community.
- Have a sense of humour.
- Pleasant disposition with excellent interpersonal, organisational and communication skills.
- Willingness to learn new things and share them with others.
- Passionate about using technology to assist others.



*Tanglin Trust School believes that each employee makes a valuable and significant contribution to our success and that contributions should not be limited to the assigned responsibilities below. This job description is designed to outline primary responsibilities but not limit the employee, nor Tanglin Trust School, to only the duties identified. It is the expectation of the School that each employee will offer his/her services wherever and whenever necessary to ensure the success of our organization.*

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be required to provide an Enhanced DBS disclosure certificate, or equivalent.