



Systems Development Administrator

Contract term: Permanent, Full-Time

Hours: 37 hours

Location: ALS Head Office, Ocean Park House, Cardiff.

Salary: £20,500 rising to £23,000 per annum pro rata (Grade 3).

Who we are:

ALS Training is a leading provider of training, learning and development solutions with over 2,000 Apprentices in learning each week. We design, deliver and evaluate a comprehensive range of training and development solutions to service both employers' and employees' and their individual needs.

What you'll do:

We are looking for a passionate individual to further develop innovative technology systems in teaching and learning across the organisation and to champion digital literacy essential skills in staff and learners. You will support the Quality Team by maintaining the OneFile System and assisting in the development and training of existing systems.

The role will be based at ALS' Head Office, Ocean Park House, Cardiff.

ALS is committed to promoting the Welsh language for both staff and learners, and whilst it is not considered essential criteria, the ability to speak Welsh is desirable for this role.

What we offer:

- Generous holiday package (up to 45 days per year)
- Annual salary increases
- Healthcare cash plan
- Contributory pension scheme
- Life assurance
- Wellbeing initiatives including access to in-house counselling
- Employee voice initiatives including a staff council
- Flexible and hybrid working options (where applicable)
- Annual team building events
- Four paid volunteering days per year
- Length of service and birthday rewards
- Staff recognition awards
- Complimentary tea and coffee
- Excellent learning & development and CPD opportunities
- Formal coaching and mentoring opportunities
- E-learning platform available to all staff

What you are responsible for:

- Delivering basic 1-1 training for company systems i.e. OneFile.
- Maintaining system information i.e. OneFile
- Respond to system support queries from ALS Team members and Partners
- Record system support tickets on the ALS system.
- Managing accounts on OneFile e.g. creating accounts, resetting passwords, amending permissions
- Ensuring that data is kept in good order (e.g. keeping consistent group names across systems).
- Create bespoke courses, templates and forms within OneFile for ALS & Partners.
- Supporting staff with system queries and resolving general day-to-day issues.
- Keeping up to date with latest relevant technology advances.
- Build positive and collaborative relationships with learners, colleagues, employers and others as appropriate. To adhere to and promote ALS's environmental practices.
- Any other duties as requested by your Manager, which may be necessary from time to time.
- Responsible for adhering to all GDPR (General Data Protection Regulations) legislation in respect of all learners, clients and colleagues.
- To co-ordinate development, training, use and impact of E-portfolios.
- To create user training resources manuals, interactive tutorials and process flows for OneFile.
- To manage and prioritise a ticketed system for system requests including developments, additional requirements and adjustments.

- To co-ordinate the innovative use of technology in learning across the organisation including research, development, training and monitoring impact in line with the Teaching and Learning Strategy
- To work with the Essential Skills team as the Digital Literacy champion to develop the delivery offer ensure high activity success rates
- To support in the management and development of electronic filing systems across the organisation
- To contribute to up-skilling the ICT literacy levels of staff across the company
- Any other duties as requested by your manager, which may be necessary from time to time.

Personal and other duties and responsibilities:

- To actively keep updated with the company's services and programmes.
- To develop yourself by attending courses, meetings, training events, workshops and seminars, in order to not only develop yourself but also the company.
- To demonstrate clear written, verbal and digital communication skills including report writing skills.
- To be highly self-motivated and organised.
- To ensure effective customer care skills.
- A recognition and regard for observing confidentiality.
- The capacity to work as part of a team.
- An ability to work on own initiative and meet set timescales.
- General housekeeping duties.
- To display **ALS** core values at all times.

Person Specification

What we are looking for:

	Assessment Method		Essential	Assessment Method		Desirable
Experience	A	Application/Interview	Experience of using IT systems such as Microsoft Office.	A	Application/Interview	
	B	Application/Interview	Experience of working within teams.			
Qualifications & Knowledge	A	Application/Certificate verification	Knowledge of IT and Databases.	A	Application/Certificate verification	Minimum of 3 GCSEs/Digital Literacy or ICT Essential Skill.
Skills & Attributes	A	Interview	Creative and have passion for ICT/Digital systems.	A	Interview	Welsh speaker
	B	Interview	Able to communicate effectively to a variety of participants by telephone, in person and in writing.			
	C	Interview	Excellent telephone manner.			
	D	Interview	Maintaining of system accounts.			
	E	Interview	Well organised and punctual.			
	F	Interview	Reliable, respectful, confident and well presented.			
	G	Interview	Team player with ability to work on own initiative.			
	H	Interview	Willingness to undertake training to upskill in relation to your role and business needs.			
Personal Qualities	A	Interview	To display ALS core values.			
Other	A	Interview				

Have you got what it takes? <https://www.irishrcloud.co.uk/recruit/application/apply.aspx?cid=1489-26F1BCDA-2297-4057-B144-E46002AEEBAB&VacancyID=22788-AD8A72A2-731D-47C8-80D4-4AFFC30444A8>