

	Job description: Digital Systems Support Analyst
Reporting to:	Business Operations Manager
Responsible for:	n/a
Team:	Operations
External contacts:	Centres Tutors External Suppliers
Purpose:	To play an integral supporting role in the operation, maintenance, and continuous improvement of CPCAB's digital systems. Providing technical and user support, maintaining data accuracy, and contributing to the development of digital processes and platforms. Ensuring that CPCAB systems are reliable, secure, user-friendly, and aligned with organisational needs.

Responsibilities:	
	• Provide first-line support for CPCAB's digital systems (including the CPCAB Portal), offering timely assistance to team members, centres, tutors and candidates. • Triage and manage issues received via the ticketing system, resolving queries where possible and escalating for the development team where appropriate. • Investigate and recreate reported bugs to support accurate diagnosis and resolution. • Deliver in-house training and onboarding for team members on the effective use of digital systems. • Create and maintain user guides, support articles and system documentation. • Setup, configure and maintain online forms, data collections and digital workflows. • Create and maintain reports using PowerBI. • Administer user accounts, permissions and access rights across CPCAB digital systems. • Maintain data accuracy and integrity by processing digital submissions and completing routine quality checks. • Run SQL queries to support reporting, troubleshooting and system monitoring. • Analyse database information to inform decision-making and support issue diagnosis. • Contribute to system development and continuous improvement activities, including testing new features and working within Agile and other operational workflows. • Liaise with internal teams, suppliers and technical partners to progress system issues, change requests and digital improvement projects.
Contingency	Those taking responsibility for the smooth running of these responsibilities during periods of absence of the main role holder are: • Business Operations Manager • Senior Analyst Developer • Developer
To meet the needs of the business this job description may be updated or amended, and the individual working in this role will be required to complete all reasonable duties as would be expected with this type of role, as directed by a manager.	

Person Specification

Criteria	Essential	Desirable
Educated to degree level in relevant subject or equivalent level of experience working in specialist areas		✓
More than 2 years' experience in a similar role	✓	
Excellent organisational skills with attention to detail	✓	
Excellent analytical and problem solving skills	✓	
Experience with manual and automated testing using tools such as Playwright	✓	
Experience with relational databases such as MySQL	✓	
Experience with PowerBI	✓	
Experience of writing HTML		✓
Ability to work with minimal supervision and self-motivation		✓
Strong oral and written communication skills	✓	
Knowledge of current Windows, Mac and mobile operating systems	✓	
Knowledge of core desktop and cloud business applications	✓	
Ability to learn new skills and technologies quickly	✓	
Ability to document processes, procedures and results	✓	
A keen interest in new technology		✓