

## Systems Administrator (Student Living) – Job Description

Job Title: Systems Administrator (Student Living)  
Department: Information Technology (GDSO)  
Reports to: Lead Systems Architect

Job Type: Full-time, Permanent  
Location: aparto Cambridge/Kingston/Reading  
Working hours: Monday-Friday 9 am – 6 pm

### Who are we?

aparto is an award-winning accommodation and student experience provider based across the UK, Ireland, Italy and soon Spain. We want to provide amazing experiences in all our communities by investing in our people, our facilities, and our brand. We believe in student homes, not student rooms, and we want to provide the best experience possible. We strive to constantly improve. To take feedback from our teams, our residents, and our business partners. We aim to provide safe, fun places to live and work.

### Our Values

- Community – We build great communities for you to be a part of
- Experience – We create unique and positive experiences for all our customers
- Inclusion – We encourage an inclusive environment, where all are welcome
- Respect – We respect diversity, other people's values and cultures

### Role Profile & Responsibilities

The position will be primarily static on-site Monday to Friday 9 am – 6:00 pm, reporting to the Lead Systems Architect. Occasional travel to Europe (less than 10% annually) may be required.

Additional hours may be required on occasion depending on the demand for application support among a cross-sectional group of corporate and on-site Teams.

- The Systems Administrator will respond promptly to requests for application support submitted through our HelpDesk ticketing system
- The Systems Administrator will partner with aparto the Operations Team to identify training opportunities for our On-Site Teams, drafting and End User Manuals and other training artifacts
- The Systems Administrator will draft and execute Systems Testing for periodic business application releases and ad-hoc feature enhancements and bug fixes, liaising between our Student Housing PMS vendor (StarRez) and our End Users to resolve problems
- The Systems Administrator will perform System Audits for process and data quality assurance
- The Systems Administrator will gather requirements, create design specifications and draft test scripts for custom-developed reports
- The Systems Administrator will participate in On-Boarding activities and facilitate End User Training for our On-Site Teams and potentially corporate Teams within aparto.



### Qualifications

Candidates for strong consideration will have a bachelor's degree and experience in Student Housing property management.

### Experience

Experience using or supporting StarRez, or any other Student Housing Property Management System is preferred. Also, familiarity with Smartsheet and PowerBI is preferred.

### Personal Attributes

Must be a good problem solver, demonstrate sound and logical thinking and reasoning. Must be able to manage and prioritize multiple tasks simultaneously and maintain a positive attitude even under bursts of heavy workloads and tight deadlines.

NB: This job description is not exhaustive and may evolve in response to the changing demand of the Teams this position partners with and supports. You may be required to take on other duties occasionally as aparto may reasonably require.