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| <b>Post Title:</b> | Application Development, Management and Support (ADMAS) Engineer |
| <b>Grade:</b>      | 6  |

## **Job Description**

### **2.1. Purpose**

The Application Development, Management and Support (ADMAS) Engineer will assist in the development, support and management of application products and services deployed on behalf of the University Group.

The Application Development, Management and Support (ADMAS) Engineer will assist in the creation, testing and documenting of new and amended software components from supplied specifications. This will be in accordance with agreed development and security standards and processes.

The post holder will have a good understanding of technology and technology trends within the field of application systems. They will apply this insight to enable the business to innovate through the use of technology.

They will work closely with the application architecture and software engineering functions, delivering products that conform to the overall application solution design and comply with architectural standards.

The ADMAS Engineer will participate in continuous improvement analysis and design, as well as the delivery of application based products.

The ADMAS Engineer will adhere to service levels and all operational processes (such as incident, problem, change management processes) pertaining to application services.

### **2.2. Main Duties and Responsibilities**

1. Communicates information security risks and issues to business managers and others. Performs basic risk assessments for small information systems. Contributes to vulnerability assessments. Applies and maintains specific security controls as required by organisational policy and local risk assessments. Investigates suspected attacks. Responds to security breaches in line with security policy and records the incidents and action taken.
2. Actively maintains knowledge in application specialisms. Provides detailed and specific advice regarding the application of application technologies to the organisation's planning and operations. Recognises and identifies the boundaries of their application knowledge.

Collaborates with other specialists, where appropriate, to ensure advice given is appropriate to the needs of the organisation.

3. Accepts responsibility for creation of test cases using own in-depth technical analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability). Creates traceability records, from test cases back to requirements. Produces test scripts, materials and regression test packs to test new and amended software or services. Specifies requirements for environment, data, resources and tools. Interprets, executes and documents complex test scripts using agreed methods and standards. Records and analyses actions and results, and maintains a defect register. Reviews test results and modifies tests if necessary. Provides reports on progress, anomalies, risks and issues associated with the overall project. Reports on system quality and collects metrics on test cases. Provides specialist advice to support others.
4. Provides technical expertise to enable the configuration of software, other system components and equipment for systems testing. Collaborates with technical teams to develop and agree system integration plans and report on progress. Defines complex/new integration builds. Ensures that integration test environments are correctly configured. Designs, performs and reports results of tests of the integration build. Identifies and documents system integration components for recording in the configuration management system. Recommends and implements improvements to processes and tools.
5. Configures software and equipment and tests platform-specific versions of one or more application products. Reports the outcome of testing and identifies potential improvements to the process and to the application products according to agreed designs and standards.
6. Contributes to the availability management process and its operation and performs defined availability management tasks. Analyses service and component availability, reliability, maintainability and serviceability. Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels. Implements arrangements for disaster recovery and documents recovery procedures. Conducts testing of recovery procedures.
7. Monitors service delivery performance metrics. Liaises with managers and customers to ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for a deterioration in service.
8. Applies tools, techniques and processes to track, log and correct information related to configuration items. Verifies and approves changes ensuring protection of assets and components from unauthorised change, diversion and inappropriate use. Ensures that users comply with identification standards for object types, environments, processes, lifecycles, documentation, versions, formats, baselines, releases and templates. Performs audits to check the accuracy of information and undertakes any necessary corrective action under direction.

9. Assesses, analyses, develops, documents and implements changes based on requests for change.
10. Assesses and analyses release components. Provides input to scheduling. Carries out the builds and tests in coordination with testers and component specialists maintaining and administering the tools and methods - manual or automatic. Ensures, where possible, information exchange with configuration management. Ensures release processes and procedures are maintained.
11. Reviews system software updates and identifies those that merit action. Tailors system software to maximise hardware functionality. Installs and tests new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Prepares and maintains operational documentation for system software. Advises on the correct and effective use of system software.
12. Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures. Applies techniques to control the demand upon a particular resource or service. Contributes to capacity modelling and planning. Supports the design of service component capacity.
13. Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures. Uses application management software and tools to investigate issues, collect performance statistics and create reports.
14. Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.
15. Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.
16. Collects supplier performance data and investigates problems. Monitors and reports on supplier performance, customer satisfaction, and market intelligence. Validates that suppliers' performance is in accordance with contract terms. Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance. Implements supplier management-related service improvement initiatives and programmes.
17. Manages aspects of the product lifecycle enabling the product to meet the needs of customers/users and achieve financial or other targets. Acts as product owner for one or more lower-value products or services; prioritises product requirements and owns a product backlog. Analyses market and/or user research, feedback, expert opinion and usage data to understand needs and opportunities. Facilitates uptake of products by

planning development of product collateral, supporting and evaluating campaigns, and monitoring product performance. Rolls out product trials and product launches.

Deputises for the ADMAS Manager as required.

**AND** such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

### **2.3. Supervision Received**

Line management is from the ADMAS Manager.

### **2.4. Supervision Given**

None.

### **2.5. Contacts**

- IT Services staff, including Executive Team.
- Staff and students in other Schools / Support Areas of the University Group.
- External Suppliers and other education institutions.

### 3. Person Specification

| ATTRIBUTES  | ESSENTIAL  | ADVANTAGEOUS   |
|---|--|--|
| <b>Education &amp; Qualifications</b>                   | <ul style="list-style-type: none"> <li>• A degree relevant to IS/IT.</li> <li>• Or full membership of an IS/IT professional body.</li> <li>• Or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development.</li> </ul>  | <ul style="list-style-type: none"> <li>• MCSD (App Builder).</li> <li>• OCM (Java SE Developer).</li> <li>• ITIL.</li> <li>• CISSP.</li> </ul>   |
| <b>Knowledge &amp; Experience</b>                       | <ul style="list-style-type: none"> <li>• Understanding global / local business differentiation.</li> <li>• Knowledge of customer behaviors, needs and expectations.</li> <li>• Digital business literacy.</li> <li>• Tracking of emerging trends.</li> </ul>   | <ul style="list-style-type: none"> <li>• Understanding of business organisation, politics and culture.</li> <li>• Ability to understand related industries.</li> <li>• Higher Education experience.</li> </ul> |
| <b>Interpersonal Skills</b>                             | <ul style="list-style-type: none"> <li>• Results oriented, adaptive and decisive.</li> <li>• Can resolve conflicts and problems.</li> <li>• Ability to build trust and display integrity.</li> <li>• Ability to forge effective relationships in a complex matrix management environment.</li> <li>• Ability to work collaboratively and key team player.</li> <li>• Proven communication, and presentation skills.</li> <li>• Creative and innovative thinking.</li> <li>• Resolving conflicts and problems.</li> <li>• Adaptability.</li> <li>• Openness to learning.</li> <li>• Decisiveness.</li> <li>• Accountability.</li> <li>• Communication, listening and information gathering.</li> <li>• Creative and innovative thinking.</li> </ul> | <ul style="list-style-type: none"> <li>• Conceptual thinking.</li> <li>• Strategic thinking.</li> <li>• Leading, inspiring and building trust.</li> <li>• Influencing and persuading.</li> </ul>               |
| <b>Job-related Skills, Abilities &amp; Competencies</b> | <ul style="list-style-type: none"> <li>• Proven analytical, planning and execution skills.</li> <li>• Takes responsibility and has strong sense of ownership.</li> <li>• Results oriented and a commitment to</li> </ul>   | <ul style="list-style-type: none"> <li>• Public cloud infrastructure.</li> <li>• Microsoft Azure.</li> <li>• Amazon Web Services.</li> </ul>   |

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|   | <p>a high quality customer service</p> <ul style="list-style-type: none"> <li>• Knowledge of customer behaviors, needs and expectations.</li> <li>• Ability to work with colleagues to quickly resolve complex problems in the provision of IT services.</li> <li>• Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.</li> <li>• Understanding digital technologies.</li> <li>• Understanding existing systems and technology.</li> <li>• Problem solving.</li> <li>• Software engineering principles and concepts.</li> <li>• Application ecosystems.</li> <li>• Cyber-security within application technologies.</li> </ul>   |  |
| <p><b><i>Other Requirements</i></b></p> | <ul style="list-style-type: none"> <li>• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required.</li> <li>• Requirement to work on call in order to facilitate the 24*7 support demands of a global organisation.</li> <li>• An appreciation of other cultures; the global reach of the University and its international agenda.</li> <li>• A mature, professional and self-motivated approach to tasks.</li> <li>• Ability to represent IT Services in formal and informal settings.</li> <li>• Able to work under pressure.</li> <li>• Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives.</li> <li>• Health &amp; Safety Awareness.</li> </ul> |  |