

Post Title:	Application Development, Management and Support (ADMAS) Senior Engineer
Grade:	7

Job Description

2.1. Purpose

The Application Development, Management and Support (ADMAS) Senior Engineer will develop, support and manage application products and services deployed on behalf of the University Group.

The ADMAS Senior Engineer is responsible for the day to day operation, security and delivery of our application services. The ADMAS Senior 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 Senior Engineer will participate in continuous improvement analysis and design, as well as the delivery of application based products.

The ADMAS Senior 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. Explains the purpose of and provides advice and guidance on the application and operation of elementary physical, procedural and technical security controls. Performs security risk, vulnerability assessments, and business impact analysis for medium complexity information systems. Investigates suspected attacks and manages security incidents. Uses forensics where appropriate.
2. Actively maintains recognised expert level knowledge in the field of application technology. Provides definitive and expert advice in application technologies. Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. Supports and promotes the development and sharing of specialist knowledge within 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. Identifies, evaluates and manages the adoption of appropriate tools, techniques and processes (including automation and continuous integration) to create a robust integration framework. Leads integration work in line with the agreed system and service design. Monitors and reports on the results of each integration and build. Designs and builds integration components and interfaces. Contributes to the overall design of the service and the definition of criteria for product and component selection. Contributes to development of systems integration policies, standards and tools.
5. Provides expert technical knowledge in the systems testing of platform-specific versions of the software products, on varying platforms. Provides specialist guidance information to support, systems testing and quality assurance functions to assist in improving procedures.
6. Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability. Includes the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities. Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.
7. Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.
8. Proposes and agrees the configuration items (CIs) to be uniquely identified with naming conventions. Ensures that operational processes are in place to maintain secure configuration, consistent classification and management of CIs, and for the verification and audit of configuration records. Develops, configures and maintains tools (including automation) to identify, track, log and maintain accurate, complete and current information. Reports on the status of configuration management. Identifies problems and issues and recommend corrective actions.
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. Drafts and maintains procedures and documentation for applications support. Manages application enhancements to improve business performance. Advises on application security, licensing, upgrades, backups, and disaster recovery needs. Ensures that all requests for support are dealt with according to set standards and procedures.
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
Education & Qualifications	<ul style="list-style-type: none"> • A degree relevant to IS/IT. • Or full membership of an IS/IT professional body. • Or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development. 	<ul style="list-style-type: none"> • MCSD (App Builder). • OCM (Java SE Developer). • ITIL. • CISSP.
Knowledge & Experience	<ul style="list-style-type: none"> • Understanding global / local business differentiation. • Knowledge of customer behaviours, needs and expectations. • Digital business literacy. • Tracking of emerging trends. 	<ul style="list-style-type: none"> • Understanding of business organisation, politics and culture. • Ability to understand related industries. • Higher Education experience.
Interpersonal Skills	<ul style="list-style-type: none"> • Results oriented, adaptive and decisive. • Can resolve conflicts and problems. • Ability to build trust and display integrity. • Ability to forge effective relationships in a complex matrix management environment. • Ability to work collaboratively and key team player. • Proven communication, and presentation skills. • Creative and innovative thinking. • Adaptability. • Openness to learning. • Decisiveness. • Accountability. • Communication, listening and information gathering. • Creative and innovative thinking. • Influencing and persuading. 	<ul style="list-style-type: none"> • Conceptual thinking. • Strategic thinking. • Leading, inspiring and building trust.
Job-related Skills, Abilities & Competencies	<ul style="list-style-type: none"> • Proven analytical, planning and execution skills. • Takes responsibility and has strong sense of ownership. • Results oriented and a commitment to 	<ul style="list-style-type: none"> • Public cloud infrastructure. • Microsoft Azure. • Amazon Web Services.

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