JOB DESCRIPTION

JOB TITLE	Information Services Developer
DEPARTMENT	ICT

JOB NUMBER		**GRADE**	4	**DATE**	
REPORTS TO	Information Services Manager				

CONTEXT

JOB PURPOSE

The role sits within the Information Services team and the post holder is expected to have a good understanding across a broad range of ICT disciplines and will actively contribute to the successful delivery of a number of high profile and innovative ICT services to the University community; contributing to implementation, ongoing operation and development.

The post holder will be responsible for delivering the components of the application architecture, developing services to support the business processes of the University, working with the Project Management Office and technology teams to integrate internally developed or commercial off the shelf solutions. The role will also support the production services and applications in use across the university.

The post holder will have overall responsibility, with the support of more senior colleagues, for a number of elements of the ICT Service Catalogue; ensuring each service is delivered effectively to a high standard and oversee the ongoing development and service improvement of those services.

Autonomy
Works under routine direction. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.

Influence
Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. May have more influence in own domain.

Complexity
Performs a range of varied work activities in a variety of structured environments. Contributes to routine problem resolution.

Business Skills
Understands and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Is aware of health and safety issues. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with customers, suppliers and partners. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs technical information when it is presented systematically and applies it effectively.

KEY RESPONSIBILITIES

SERVICE MANAGEMENT

Participates, within own service area, to deliver a professional service including:
- Change Management; effective implementation of changes to the live infrastructure.
- Service Level Monitoring; reporting on regular activities and actual service provided to inform Continual Service Improvement
- Asset recording and management

IT OPERATIONS

Carries out routine operations that include:
- Diagnosis and resolution of issues with user devices, applications, peripherals, and communications & networking equipment.
- Monitoring, logging and reporting tasks. Reports problems and other unforeseen or exceptional events to Service Owners.
- Carries out and observes all associated administrative and clerical procedures; strictly follows all relevant instructions and procedures relating to malfunction, safety and security.

APPLICATION SUPPORT & SYSTEM DEVELOPMENT

For all products, services and systems within the area of responsibility:
- Receives and handles application requests, supports users, provides information & offers advice and promptly actions as appropriate, and ensures users and other interested parties are kept informed.
- Investigating issues and other application requests for support and determines appropriate actions to take.
- Supporting tasks to include making modifications to system parameters, developing work-arounds, reconfiguring systems, training users, producing additional documentation, or escalating requests to systems development staff or software suppliers.

DESIGN & DOCUMENTATION

Follows direction in the below areas:
- Identify current problems and elicit, specify and document business requirements for simple service areas with clearly-defined boundaries.
- Ensures all work is carried out and documented in accordance with required standards, methods and procedures.
- Working alone on simple systems and modifications to existing systems, or with colleagues on more complex systems.
- Executes supplied sets of simple test cases using agreed methods and standards.
- Reports test activities and results to other colleagues in a clear and concise manner.

SECURITY ADMINISTRATION

- Maintains knowledge and awareness of ICT Security policies & procedures and general data security legislation & regulations; always acting within these.
- Provides advice and handles most enquiries relating to basic information security referring to more senior staff for assistance.

PERSONAL DEVELOPMENT

Develops and maintains knowledge and awareness of the broad technical areas by:
- Reading relevant literature and attending training.
- Meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional bodies.

COMMUNICATION & PERSONAL NETWORKS
• Contributes to user groups, or specialist subject groups on topics involving the technical specialism presenting simple technical concepts in a clear, jargon free, accessible manner.
• Creates relationships with a range of stakeholders.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and Dimensions of the Role
The post holder will work flexibly, independently of location, in order to deliver on objectives.

Key Working Relationships/Networks	
Internal	**External**
• ICT Senior Management • ICT teams • College staff (research, academic and administrative) • Professional service staff • Student Union • Students	• Key Suppliers and Commercial Partners • Other institutions • Sector bodies (UCISA/JISC) • Relevant professional bodies • Represents the University at appropriate forums and makes a positive contribution to relevant sector/industry groups.

PERSON SPECIFICATION

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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Graduate and/or relevant experience	E	A,I
Industry qualifications	D	A,I
Membership of relevant professional bodies	D	A,I
Experience:		
Good written and verbal communication skills	E	A,I
Proven record of delivering results within a given timescale	E	A,I
Software engineering methods and techniques	D	A,I
Knowledge of interface methods and supporting software	D	A,I
Developing and supporting business application environments	D	A,I
Experience of working within small projects	D	A,I
Excellent problem analysis and solving skills	D	A,I
Knowledge of the HE sector	D	A,I
Skills and Knowledge:		
Broad understanding of ICT disciplines	E	A,I
Problem analysis and solving skills	D	I
Analysis modelling and design methods	D	A,I
Software engineering methods and techniques	D	A,I
Understanding emerging technology trends	D	I
Knowledge of interface methods and supporting software	D	A,I
Good written and verbal communication skills	D	A,I
Competencies and Personal Attributes:		
Credibility and integrity	E	I,R
Positive and open in communication both verbal and written	E	I,R
Initiative and confidence	E	I,R
Collaborative, able to build working networks	E	I,R
Commitment to service quality whilst adhering to internal procedures	E	I,R

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.