JOB DESCRIPTION

JOB TITLE	Information Services Developer
DEPARTMENT	ICT

JOB NUMBER		**GRADE**	5	**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 general direction. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.

Influence
Interacts with and influences department/project team members. Has working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.

Complexity
Performs a broad range of work, sometimes complex and non-routine, in a variety of environments. Applies methodical approach to problem definition and resolution.

Business Skills

Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate personal development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.

KEY RESPONSIBILITIES

SERVICE MANAGEMENT

Actively contributes, within own service area, to deliver a professional service including:
- Change Management; development and effective implementation of changes to the live infrastructure.
- Problem Management
- Service Level Monitoring; reporting of data 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. Following agreed procedures, carries out routine configuration/installation.
- Monitoring, logging and reporting tasks. Reports problems and other unforeseen or exceptional events to Service Owners.
- Responds to simple calls from users and ICT colleagues; resolving the majority of referred problems without the need to escalate.
- 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:
- Interprets information on behalf of non-technical users and provides routine training in normal usage of systems, products and services. Assists users in making more effective use of systems, products and services.
- Receive and prioritises application requests in accordance with agreed criteria, supports users, provides information & offers advice and ensures users and other interested parties are kept informed.
- In accordance with agreed procedures, monitors systems for which responsible by regular review, to monitor system efficiency against published service level agreements. Referring to more senior colleagues where necessary, takes corrective action to improve performance and to avoid problems arising.
- Assists with preparation of software implementation/upgrades procedures including installs, testing and fall back contingency plans.

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.
- Designs simple system modifications from supplied specifications, using agreed standards and tools, to achieve a result.
- 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.
- Prepares and maintains operational documentation for relevant system software products.

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.
- Operates and administers logical access controls relating to one or more platforms, within defined boundaries, in order to provide continuous and secure access to information services.

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

JOB TITLE	Information Services Developer	JOB NUMBER	

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	E	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.