



Candidate Information

Position:	Analyst/Programmer
School/Department:	School of Electronics, Electrical Engineering and Computer Science
Reference:	18/106776
Closing Date:	Monday 8 October 2018
Salary:	£33,199 - £39,610 per annum (potential to progress to £43,266 per annum through sustained exceptional contribution)
Anticipated Interview Date:	week commencing 22 October 2018

JOB PURPOSE:

To assist in the implementation, development, administration and support of the School's computing services, applications and hybrid computing platform.

MAJOR DUTIES:

1. Work as part of a team to identify, develop and implement computer systems and solutions to support the School's business functions, including education, research and administration.
2. Use appropriate technologies and applications to ensure the continuity, performance and security of the School's computing services and hybrid computing platform.
3. Design and deliver specialist IT solutions to ensure high levels of service quality and effectiveness.
4. Work within teams – which may be cross-functional - to ensure the delivery of a high quality, integrated set of services to users. Lead teams engaged in projects as required.
5. Adopt a proactive approach to the identification and resolution of potential problem areas.
6. Adopt a proactive approach to the identification of opportunities for developing business solutions and service enhancements to meet the needs of colleagues and end users.
7. Ensure the effective maintenance of information and documentation, e.g. systems specifications, disaster recovery plans, user documentation, maintenance schedules and computer programs.
8. Specify, install, support and maintain computer systems and applications.
9. Contribute to the development and monitoring of School and team strategies and plans. Maintain an awareness of relevant University and School strategies and plans.
10. Collect, analyse and present reports and results to inform decision making within relevant areas.
11. Provide specialist/professional advice, information and assistance to users – either directly or through the Helpdesk – to resolve problems and to maximise service quality, efficiency and continuity.
12. Carry out any other duties that are appropriate to the post as may be reasonably requested by senior management.

Planning and Organising:

1. Plan own work over the short to medium term with an awareness of longer term issues, in response to manager's general instructions.
2. Contribute to larger projects as part of a project team.
3. Contribute to the planning and organisation of service changes with regard to their impact on the business of the University.
4. Develop appropriate work schedules in order to meet targets and/or turnaround times.

Resource Management Responsibilities:

1. Assist in the planning of resources within the area of responsibility to ensure that they are effectively managed and monitored.
2. Advise on the cost/benefit of new and existing technologies.
3. Assume delegated responsibilities as appropriate.
4. Manage staff where appropriate: monitoring and supporting the performance management and development of staff to ensure that individual contributions are maximised.

Internal and External Relationships:

1. Attend internal and external meetings to ensure that relevant issues are appropriately represented and reported.
2. Liaise with key contacts to ensure appropriate integration, collaboration and understanding.
3. Liaise with external suppliers, consultants and other third parties

ESSENTIAL CRITERIA:

1. A degree with significant computing element or equivalent.
2. Minimum 3 years' professional experience working in a relevant information or computing environment.
3. Experience and knowledge of Windows Server Administration and/or Linux System Administration.
4. Experience of working in a project team developing and/or supporting software or IT systems.
5. Good working knowledge of at least one of Java, PHP, VB, C#, or C++.
6. Good working knowledge of web development technologies.
7. Ability to communicate technical information with clarity and effectiveness.
8. Good oral and written communication skills.
9. Effective interpersonal skills.
10. Able to respond flexibly to meet changing client requirements.
11. Must be able to work in a team, but also be able to work on own initiative.
12. Must be willing to work outside normal office hours on occasional basis.
13. Provide cover as requested during critical periods.

DESIRABLE CRITERIA:

1. 2.1 Honours degree or higher in Computer Science or related discipline.
2. Experience with Windows or Linux scripting technologies.
3. Experience of building web applications in particular using PHP/MySQL or .NET/MS SQL Server.
4. Experience with virtualisation technologies (e.g. VMware or Hyper-V).
5. Working knowledge of Linux.
6. Excellent analytical and problem solving skills.
7. Ability to present technical information to a variety of different audiences.
8. An interest in new technologies and understanding of how they can be used in the development and support of software applications/services.
9. Ability to prioritise own work within a general plan to meet deadlines.