

Candidate Information

Position:	Analyst Programmer (12-months), Learning and Teaching Support
School/Department:	Information Services
Reference:	19/107471
Closing Date:	Monday 3 June 2019
Salary:	£33,199 - £39,610 per annum (potential to progress to £43,266 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Monday 17 June 2019
Duration:	1 year

JOB PURPOSE:

To work, as part of the LTS Division's Online Services Team, on the implementation, development, administration and support of the University's online services.

MAJOR DUTIES:

1. Promote and support the application of Microsoft technologies to the business functions of the University, e.g. education, research and administration.
2. Use appropriate technologies and applications to ensure the continuity, performance and security of the University's online computing services.
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 web-based solutions and service enhancements to meet the business needs of colleagues and end users.
7. Ensure the effective maintenance of information and documentation, e.g. training course materials, user documentation, promotional material, online training materials.
8. Develop and deliver user-focused consultancy solutions and services to departments and end users.
9. Contribute to the development and monitoring of divisional and team strategies and plans. Maintain an awareness of relevant national and regional 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 Service Desk – to resolve problems and to maximise service quality, efficiency and continuity.
12. Carry out any other duties which 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.

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. Honours degree with a significant programming or web development component, or an equivalent qualification.
2. Minimum 3 years' experience working in a relevant computing environment.
3. At least 2 years' professional experience of developing .NET or Java applications.
4. Knowledge of modern JavaScript libraries or a current web application framework (Angular or React.js etc.).
5. Knowledge of a relational database such as Microsoft SQL Server.
6. Knowledge of XML/JSON Web Services.
7. Knowledge of a modern front-end framework (e.g. Foundation, Bootstrap).
8. Knowledge of a distributed version control system such as Git.
9. Knowledge of current web technologies and standards.
10. Ability to identify and solve problems.
11. Literate and numerate.
12. Excellent verbal and written communication skills.
13. Approachable and confident demeanour.
14. Must be able to communicate with people at all levels across the University.
15. Must be able to work in a team, but also be able to work on own initiative.
16. Must be able to work with and motivate technical and non-technical staff.
17. Must be committed to the provision and continued development of a high-quality service.
18. May be asked to work evenings and weekends to meet project deadlines.

DESIRABLE CRITERIA:

1. Honours degree in Computer Science.
2. Experience of developing applications or web parts or apps for SharePoint 2013 or SharePoint Online.
3. Experience of using C# and/or using PowerShell.
4. Experience of using and configuring Windows Server 2008/2012/2016.
5. Experience of integrating third party products with Microsoft SharePoint 2013 or SharePoint Online.
6. Experience of developing applications with Oracle or MySQL databases.
7. Knowledge of XML/ XSLT.
8. Development experience with Node.js or Xamarin or Azure.
9. An understanding of how new technologies can be used to support the development of web content.