

Candidate Information

Position:	Analyst Programmer
School/Department:	Learning and Teaching Support
Reference:	19/107929
Closing Date:	Friday 15 November 2019
Salary:	£33,797 to £40,322 per annum.
Anticipated Interview Date:	Tuesday 26 November 2019
Duration:	18 months

JOB PURPOSE:

To work within the Learning and Teaching Support Division's, Business Services team delivering dedicated, bespoke development solutions for the Marketing Recruitment Communications and Internationalisation (MRCI) directorate of the University.

MAJOR DUTIES:

1. Work as part of the Queens Online Business Services team to identify, develop and implement Microsoft Dynamics solutions.
2. Use appropriate technologies and applications to ensure the continuity, performance and security of systems and services.
3. Design and deliver specialist IT solutions to ensure high levels of service quality and effectiveness.
4. Work independently or as part of a team – which may be cross-functional - to ensure the delivery of a high quality, integrated set of services to users.
5. Lead teams engaged in projects as required.
6. Adopt a proactive approach to the identification and resolution of potential problem areas.
7. 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.
8. Contribute to the development and monitoring of team strategies and plans. Maintain an awareness of relevant University strategies and plans.
9. Collect, analyse and present reports and results to inform decision making within relevant areas.
10. 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.
11. 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.

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 primary or higher honours degree or equivalent qualification in a discipline with a significant computing element (at least 50%). Or at least 4 years professional development experience using two of the following JavaScript: C#, Microsoft .NET or PHP to develop online applications and services.
2. 2 years' professional programming experience in the development of online applications and services running on Microsoft platforms using .NET/JavaScript.
3. Understanding of current web technologies and system development techniques, standards and practices.
4. Ability to share technical experience and knowledge with other developers.
5. Ability to communicate with users and managers across the University to develop requirements and specifications to deliver solutions.
6. Knowledge of current web technologies and standards.
7. Ability to identify and solve problems.
8. Literate and numerate.
9. Excellent verbal and written communication skills.
10. Approachable and confident demeanour.
11. Must be able to communicate with people at all levels across the University.
12. Must be able to work in a team, but also be able to work on own initiative.
13. Must be able to work with and motivate technical and non-technical staff.
14. Must be committed to the provision and continued development of a high quality service.
15. May be asked to work evenings and weekends to meet project deadlines.

DESIRABLE CRITERIA:

1. ITIL Foundation.
2. Development experience working with Microsoft Dynamics CRM (versions 2013 upwards including Dynamics 365 online).
3. Knowledge of marketing automation modules related to Microsoft Dynamics.
4. Experience configuring Microsoft Dynamics security and general administration tasks.
5. Experience developing Reporting Services/Power BI reports.
6. Awareness of the Higher Education environment and student recruitment.