

## Candidate Information

**Position:** Analyst Programmer  
**School/Department:** Information Services  
**Reference:** 21/108745  
**Closing Date:** Monday 12 April 2021  
**Salary:** £33,797 to £40,322 per annum  
**Anticipated Interview Date:** Wednesday 28 April 2021  
**Duration:** 18 months

### JOB PURPOSE:

To work within the Learning and Teaching Support Division's, Business Services team, on the implementation, development, administration and support of the University's online business services and student recruitment management applications.

### MAJOR DUTIES:

1. Work as part of the Queens Online Business Services team to identify, develop and implement appropriate business 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 JavaScript, CSS and Microsoft .NET to develop online applications and services
2. \*3 years' professional programming experience to include: The development of significant online applications and services using Microsoft .NET
3. Knowledge of a modern CRM (e.g. Microsoft Dynamics, Salesforce).
4. Understanding of current web technologies and system development techniques, standards and practices.
5. Ability to share technical experience and knowledge with other developers.
6. Excellent verbal and written communication skills with the ability to communicate with staff at all levels across the university.
7. Ability to identify and solve problems.
8. Literate and numerate.
9. Must be able to work in a team, but also be able to work on own initiative
10. Must be committed to the provision and continued development of a high quality service.
11. May be asked to work evenings and weekends to meet project deadlines.

**DESIRABLE CRITERIA:**

1. ITIL Foundation
2. Experience of working with Microsoft Dynamics CRM 2013 upwards (Dynamics 365).
3. Experience of using web services and modern data import technologies.
4. Knowledge of underlying server technologies (e.g. Windows Server 2012 or later).
5. Experience developing Reporting Services/Power BI reports.
6. Experience in the development of responsive web pages.
7. Awareness of the Higher Education environment.