



## Candidate Information

**Position:** Analyst/Programmer (DevOps) - Graduate Trainee  
**School/Department:** Library Services and Research Support  
**Reference:** 23/110903  
**Closing Date:** Monday 22 May 2023  
**Salary:** £30,619 - £35,308 per annum. On successful completion of training (estimated 2-years) the candidate will progress to Grade 7 (currently £36,333 pa)  
**Anticipated Interview Date:** Wednesday 7 June 2023

### Job Purpose

To provide IT development and support services and contribute to the implementation, development, administration and support of University Library computing services, applications and our hybrid cloud and on-premises computing platform. To deliver, improve, support and transform hardware and software IT services through digital transformation and automation, embracing Agile development and taking a DevOps approach.

### Major Duties

1. Work as part of a team to identify, develop and implement Agile solutions to support the Library's business functions and digital transformation projects across education, research and administration.
2. Use the latest technologies and techniques to ensure the continuity, performance and security of the computing services and the hybrid computing platform.
3. Design and deliver specialist IT solutions using Agile techniques and rapid prototyping to deliver service efficiency and improvements.
4. Develop and support business systems and services to agreed standards of quality and efficiency.
5. Provide support for the diagnosis and resolution of computing-related (hardware and software) queries and problems, resolving or escalating as required.
6. Work within teams - which may be cross-functional - to ensure the delivery of a high quality, integrated set of services to users.
7. Effectively manage own career development programme to ensure learning & development is applied within the job role.
8. Adopt a proactive approach to the identification and resolution of potential problem areas.
9. Adopt a proactive approach to the identification of opportunities for service enhancements to meet the needs of colleagues, students, researchers, and the wider Queen's University community.
10. Ensure the effective maintenance of information and documentation, e.g., systems specifications, disaster recovery plans, user documentation, maintenance schedules and computer programs.
11. Liaise with internal customers in the specification, installation, support, and maintenance of digital services.
12. Provide advice, information, and assistance to customers - either directly or through the online Service Desk - to resolve problems and maximise service quality, efficiency, and continuity.
13. Carry out any other duties that are appropriate to the post as may be reasonably requested by senior management.

### Additional Information

Information Services at Queen's is responsible for the delivery of the support and development of the University's key business systems in areas such as HR, Finance, Student Support, Research and Enterprise, Library Services, Learning and Teaching support and Student Recruitment. As part of the University's expanding "Digital Transformation" programme, an opportunity is available to be part of this activity within Information Services.

There has never been a more exciting time to join Information Services at Queen's University as we embrace the latest technology advances and a more DevOps approach, adopting a cloud-first, mobile-first approach. You will work as part of a professional and dynamic organisation, learning through on-the-job experiences and participating in a bespoke training programme. You will learn about all aspects of the University's approach to systems management and development, evolve your awareness of project management methodologies and enhance your technical capability. Working with colleagues and external consultants, you will deliver agile and business-focused solutions including mobile applications, digitisation, automation and innovative solutions, embracing Agile development and taking a DevOps approach within the Microsoft Azure platform.

We are looking for a passionate and motivated team member who is interested in learning new tools and technologies, can think 'outside the box' and apply their problem-solving skills to deliver improvements to the user experience. The successful candidates will be team players, with excellent interpersonal skills and the ability to multi-task while working under pressure to achieve tight deadlines. They will also be required to demonstrate initiative and have a pro-active 'can do' approach to their work and professional development.

### **Performance Expectations - Year 1**

By the end of Year 1 it is expected that the Graduate Analyst/Programmers (DevOps) will:

- Have identified with line management the skills that need to be developed and agreed goals to be achieved in their Programme of Development Year 1.
- Be highly familiar with the systems and services in their area and their key functionality.
- Be able to provide general support for the system/service users in their area.
- Be familiar with system maintenance plans helping to ensure system/service efficiency, integrity and security.
- Be aware of systems/services supporting documentation and have had opportunities to update key documents.
- Know how projects are managed within the area and be familiar with core project documentation and plans.
- Have assisted in analysing problems and inputting into the design and development of possible solutions.
- Have successfully completed ITIL Foundation Training.

### **Performance Expectations - Year 2**

By the end of Year 2 it is expected that the Graduate Analyst/Programmers (DevOps) will:

- Have reviewed their Programme of Development Year 1 progress and identified with line management the skills that need to be developed and agreed goals to be achieved in their Programme of Development Year 2.
- Be confident in carrying out analysis of requirements with a range of stakeholders and producing specifications.
- Have taken the lead in offering advice and support on agreed aspects of systems/services.
- Be capable of analysing and troubleshooting problems and designing and developing solutions.
- Be able to initiate a project and create/update appropriate project documentation.
- Be capable of running a mini project through from conception to completion.
- Have monitored and reviewed system maintenance plans to ensure systems/services efficiency, integrity and security.
- Have successfully completed Agile Project Management Training.
- Fully integrated into their team with a defined role.

### **Essential Criteria**

1. Have or be about to obtain a 2.1 degree, or higher degree, with a significant computing component.
2. Knowledge of high-level programming languages such as Java, PHP or Python.
3. Knowledge of working with web technologies e.g., HTML, XML, JavaScript, CSS, Low Code.
4. Knowledge of working with database technologies e.g., MySQL, Microsoft SQL Server.
5. Knowledge of configuring and troubleshooting hardware and software in a Windows environment.
6. Knowledge of delivering excellent customer service.
7. Ability to communicate technical information with clarity and effectiveness.
8. Excellent communication skills, written and verbal, with the ability to work with staff at all levels.
9. Ability to work as part of a team and on own initiative.
10. Ability to plan and schedule competing work/project demands and work to tight deadlines.

### **Desirable Criteria**

1. Professional development and/or support experience working in a relevant information or computing environment.
2. Experience of supporting or developing business systems using high-level programming languages such as Java, PHP, or Python.
3. Experience of working with web technologies e.g., HTML, XML, JavaScript, CSS, Low Code.

4. Experience of working with database technologies e.g., MySQL, Microsoft SQL Server.
5. Experience of delivering excellent customer service in an IT support role.
6. Experience of working within a structured IT environment with exposure to methodologies and frameworks e.g., Agile, Prince, ITIL.
7. Experience with Azure cloud, Windows Server or Linux systems.
8. An interest in new technologies and an understanding of how they can be used in the development and support of software applications/services.