



Candidate Information

Position:	Analyst/Programmer (Information Services) - Graduate Trainee
School/Department:	Student and Campus Life
Reference:	23/110912
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:	Thursday 1 June 2023
Duration:	Permanent

JOB PURPOSE:

To drive, lead and shape Business change within Queen's Accommodation and Student and Campus Life Directorate. The Postholder will take responsibility for re-engineering current processes to maximise the benefits of new business systems. To deliver, improve, support, and transform IT services through digital transformation and automation, embracing Agile development and taking a DevOps approach.

MAJOR DUTIES:

1. To identify, develop and implement Agile solutions to support the business functions and digital transformation projects across the Student and Campus Life Directorate.
2. Monitor, review and identify current system requirements across Accommodation and Student and Campus Life Directorate. Undertake data and process analysis to identify quality issues and areas for improvements.
3. Responsible for the implementation of systems and digital processes that will deliver change and process improvements to maximise high levels of service quality and tangible business benefits within Accommodation and Student and Campus Life Directorate. Contributing to the development, procurement and implementation of integrated solutions and new mobile technology.
4. Work collaboratively with stakeholders to effectively trouble shoot and design business workflows and develop practical solutions. Facilitate requirements gathering workshops and stakeholder activities.
5. Responsible for producing and delivering guidance, working instructions and standard operating procedures as requested. This will involve training to all users of new systems and digital processes and responding to user queries.
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. Lead and manage projects, operational workshops and associated groups as required and deliver solutions for all change projects across the Student and Campus Life Directorate.
11. Carry out any other duties that are appropriate to the post as may be reasonably requested by senior management.

ESSENTIAL CRITERIA:

1. Have or be about to obtain 2.1 degree, or higher degree, in a degree with a significant computing component. (We will accept applications from candidates working towards their Final Year Degree Summer 2023, to start employment upon degree completion).
2. Knowledge of high-level programming languages such as Java, C#/C/C++, VB/.NET or PHP.
3. Knowledge of working with web technologies e.g., HTML, XML, JavaScript, CSS, Low Code.
4. Ability to plan and schedule competing work/project demands and work to tight deadlines.
5. Ability to communicate technical information with clarity and effectiveness.

6. Excellent communication skills, written and verbal, with the ability to work with staff at all levels.
7. Ability to work as part of a team and on own initiative.
8. Must be willing to occasionally undertake essential systems/development work outside of 'normal' working hours when essential for service delivery.

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, C#/C/C++, VB/.NET or PHP.
3. Experience of working with web technologies e.g. HTML, XML, JavaScript, CSS, Low Code.
4. Experience of working within a structured IT environment with exposure to methodologies and frameworks, e.g. Agile, Prince, ITIL.
5. Experience with Azure cloud, Windows Server or Linux systems.
6. Experience of business analysis or implementing change in the workplace.
7. Experience of working on multiple tasks/projects and reacting to changing priorities, while continuing to meet standards and deadlines.
8. Planning and project management skills; good interpersonal & presentation skills.
9. An interest in new technologies and an understanding of how they can be used in the development and support of software applications/services.

ADDITIONAL INFORMATION:

This vacancy is in the Administration Support division of Information Services. The successful candidate will join a team which is responsible for the delivery of support and development service for the Student and Campus Life directorate.

Working in close collaboration with colleagues in Professional Services and other areas of the University, we ensure the underlying IT systems that help deliver essential business functions are in place and operating to the required standards. We also support a variety of third-party software solutions and a range of in-house developed applications using, for example .Net, PHP or vendor specific toolsets. There is a very close working relationship with the business areas in the diagnosis of issues, operation of the systems and development of the 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 candidate will be a team player, 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/Programmer 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.
- 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 built a rapport with key staff members in Student and Campus Life Directorate.

Performance Expectations - Year 2

By the end of Year 2 it is expected that the Graduate Analyst/Programmer 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.
- Fully integrated into their team with a defined role.