# QUEEN'S UNIVERSITY BELFAST

## Candidate Information

**Position:**               Analyst/Programmer (DevOps) - Graduate Trainee
**School/Department:**       School Office (Elect, Elect Eng & Comp Sci)
**Reference:**               23/111226
**Closing Date:**            Monday 25 September 2023
**Salary:**                  £32,024 - £36,744 per annum. On successful completion of training (estimated 2-years) the candidate will progress to Grade 7 (currently £37,841 pa).
**Anticipated Interview Date:** Wednesday 11 October 2023

### JOB PURPOSE:

To provide IT development and support services and contribute to the implementation, development, administration and support of university computing services, applications and our hybrid cloud and on-premises computing platform. To deliver, improve, support and transform University/School 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 University's business functions and digital transformation programmes across education, research and administration.
2. Use the latest technologies and techniques to ensure the continuity, performance and security of the University/School's computing services and 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. Work within teams – which may be cross-functional - to ensure the delivery of a high quality, integrated set of services to users.
6. Effectively manage own career development programme to ensure learning log is fully completed; mentoring meetings are undertaken with learning & development applied within the job role.
7. Adopt a proactive approach to the identification and resolution of potential problem areas.
8. 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 family.
9. Ensure the effective maintenance of information and documentation, e.g., systems specifications, disaster recovery plans, user documentation, maintenance schedules and computer programs.
10. Liaise with internal customers in the specification, installation, support, and maintenance of digital services.
11. Provide advice, information, and assistance to customers – either directly or through the online helpdesk – to resolve problems and maximise service quality, efficiency, and continuity.
12. Carry out any other duties that are appropriate to the post as may be reasonably requested by senior management.

### ESSENTIAL CRITERIA:

1. A 2.1 degree or higher in a science-related subject with a significant numeric or computing component.
2. Knowledge of high-level programming languages such as Java, C, C++, C#, VB/.NET, PHP, Python.
3. Knowledge of working with web technologies e.g. HTML, XML, JavaScript, CSS.
4. Ability to communicate technical information with clarity and effectiveness.
5. Excellent communication skills, written and verbal, with the ability to work with staff at all levels.
6. Ability to work as part of a team and on own initiative
7. Ability to plan and schedule competing work/project demands and work to tight deadlines.
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 a high-level programming languages such as Java, C#, C, C++, VB/.NET, PHP, Java,Python.
3. Experience of working with web technologies e.g. HTML, XML, JavaScript, CSS.
4. Azure cloud, Windows Server or Linux systems.
5. Planning and project management skills.
6. Experience of working within a structured IT environment with exposure to methodologies and frameworks e.g. Agile, Prince, ITIL.
7. An interest in new technologies and understanding of how they can be used in the development and support of software applications/services.

**ADDITIONAL INFORMATION:**

By the end of year 1 it is expected that the Graduate Analyst/Programmer (Dev/Ops) 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.

By the end of year 2 it is expected that the Graduate Analyst/Programmer will:

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

You will work as part of a professional and dynamic team; you will learn through on-the-job experiences and participate in training programmes delivered by our training and development unit; CBT and other specific technical training courses. You will learn about all aspects of the University's approach to systems management and development, evolve your awareness of project management methodologies and technical capability.

There has never been a more exciting time to join the University IT teams as we embrace the latest technology advances and a more DevOps approach across our hybrid computing platform built on the Microsoft Azure Cloud along with on-premises VMWare, Windows Server and Linux infrastructure.

We will adopt a Cloud First, Mobile First approach – you will work with an extraordinary team of people using cutting edge technology to deliver mobile applications, digitisation, automation and innovative solutions using a range of development and web technologies such as REST web services, to deliver agile and business focussed solutions.

We are looking for passionate and motivated team members who are interested in learning new Tools and Technologies; can think 'outside the box' and apply their problem-solving skills across the University in roles covering system administration, application development, systems integration and user support.

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.