

## Candidate Information

**Position:** Analyst/Programmer (Power Platform) - Graduate Trainee  
**School/Department:** Digital and Information Services  
**Reference:** 24/111882  
**Closing Date:** Tuesday 28 May 2024  
**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 per annum). Grade 7 salary scale is currently £37,841 - £45,148 per annum.  
**Anticipated Interview Date:** Thursday 30 June 2024

### JOB PURPOSE:

To provide IT development and support services and contribute to the design, development, and deployment of innovative solutions using the Microsoft Power Platform. To create customised applications and workflows that streamline business processes and enhance efficiency.

### MAJOR DUTIES:

1. Collaborate with cross-functional teams and departments to design, develop, and implement Power Platform solutions tailored to meet the University's business needs. This includes building Power Apps (Canvas and Model Driven Apps), integrating with Dynamics 365, and developing Power Pages Portal Apps.
2. Design and implement Power Automate workflows to automate business processes, streamline operations, and enhance productivity across the University.
3. Develop interactive and insightful Power BI reports and dashboards to visualise data and provide actionable insights to University stakeholders. Ensure data accuracy, performance optimisation, and adherence to reporting requirements.
4. Identify and resolve technical issues within Power Platform solutions, conducting thorough testing and debugging to ensure optimal performance and user experience.
5. Provide training and support to end-users on Power Platform applications, including Power Apps, Dynamics 365, Power Automate, Copilot chatbots, and Power BI.
6. Create user guides and documentation to facilitate efficient usage and adoption across the University community, e.g. systems specifications, disaster recovery plans, user documentation, maintenance schedules and computer programs.
7. Integrate Power Platform with external systems and services using APIs. Develop custom connectors and utilise built-in connectors to enable seamless communication and data exchange. Utilize Azure Functions, Logic Apps, and other services to implement complex business logic, data processing, and integration tasks.
8. Adopt a proactive approach to the identification and resolution of potential problem areas.
9. Identify opportunities for service enhancements to meet the needs of colleagues, students, researchers, and the wider Queen's University community.
10. 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.
11. Effectively manage own career development programme to ensure learning & development is applied within the job role.
12. Carry out any other duties that are appropriate to the post as may be reasonably requested by senior management.

### ESSENTIAL CRITERIA:

1. Minimum of a 2.1 degree, or higher degree, in a science-related subject with a significant computing component. We will consider those who are about to obtain a degree by June 2024 (evidence of your degree classification will need to be provided before starting the position).
2. Demonstrable knowledge and ability to use the Power Platform (Power Pages/Portal/Automate) to build end-user solutions.
3. Experience of web technologies e.g., HTML, JSON, JavaScript, CSS.
4. Working knowledge of Dynamics 365, Model-Driven and Canvas Apps, and Microsoft Dataverse.

5. Working knowledge of Microsoft Power BI with experience of designing and developing KPIs, Metrics and visual Reports.
6. Knowledge of working with web technologies e.g. HTML, XML, JavaScript, CSS, Low Code.
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.
11. Must be willing to occasionally undertake essential systems / development work outside of 'normal' working hours when essential for service delivery.

**DESIRABLE CRITERIA:**

1. Experience of supporting and developing business systems using the Power Platform (Power Pages/Portal/Automate/BI).
2. Experience of developing applications with Dynamics 365 (forms, entities and business processes), Model Driven Apps and Microsoft Dataverse.
3. Experienced in developing solutions using Microsoft technologies, e.g. Microsoft Forms, SharePoint lists, Power Automate & Power Apps.
4. Experience of developing services that utilise APIs and a keen interest in new technologies (such as AI and ML) and an understanding of how they can be used in the development and support of software applications/services.
5. Experience with Azure Cloud services such as Azure API Manager (APIM), Power Apps connectors and Function Apps.
6. Knowledge of Microsoft Copilot functionality within the Power Platform ecosystem. Develop chatbot interfaces to enhance user interaction that provide efficient support services.
7. Good interpersonal and presentation skills with the ability to present technical solutions in a non-technical way.

**ADDITIONAL INFORMATION:**

Our Graduate Training programme is in Digital and Information Services and is designed to give you the opportunity to make an impact on the digital experience at Queen's University, working on projects that matter to our students and staff and support our teaching and research activities.

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 in a hybrid environment, you will deliver agile and business-focused solutions.

There has never been a more exciting time to join Digital and Information Services at Queen's University as we embrace the latest technology to build services that are available on any device, anywhere, at any time.

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 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.

By the end of Year 1 the Graduate Analyst/Programmer (Power Platform) must:

- 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 required courses on their Programme of Development Year 1.

## Performance Expectations - Year 2

By the end of Year 2 the Graduate Analyst/Programmer (Power Platform) must:

- 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.

## Performance Expectations - Year 2 (continued):

By the end of Year 2 the Graduate Analyst/Programmer (Power Platform) must:

- Have monitored and reviewed system maintenance plans to ensure systems/services efficiency, integrity and security.
- Have successfully completed their Programme of Development Year 2 training.
- Fully integrated into their team with a defined role.

Note for Candidates: Please note that salary progression at the end of years 1 and 2 will be subject to satisfactory performance and the achievement of the objectives set in the preceding period – as determined by line management. Your initial salary will be spine point 24 of Grade 6 salary scale. Progression to spine point 29 of Grade 6 salary scale is contingent on achieving Year 1 objectives. Progression to spine point 30 of G7 pay scale is contingent on achieving Year 2 objectives.