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**Job Description**

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| **Job title:** | **Support Developer** |
| **Department/School:** | **Computing Services** |
| **Grade:** | **6** |
| **Location:** | **University of Bath** |

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| **Job purpose** |
| The Support Developer will be actively involved in the day-to-day delivery of an effective IT Support Service to the University. The post-holder will act as the point of escalation for incidents and changes and will provide technical leadership and expertise in their area.  The post holder will be providing 2nd/3rd tier business applications support, and be involved in the development, implementation and delivery of applications for University users — this includes upgrades to existing applications, developing application interfaces and implementing new (in-house or commercial) software.  The post-holder will assist in developing the IT Support Service, whilst maintaining positive relationships with the customer-base and staff within the Computing Services Department. |

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| **Source and nature of management provided** |
| Business Systems Manager (Student) |

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| **Staff management responsibility** |
| None |

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| **Special conditions** |
| Standard University business hours are 9.00 am – 5.20 pm Monday to Thursday and 9.00 am – 5.10 pm Friday.  The post-holder may occasionally be required to undertake duties outside of standard University hours including evenings or weekends where the business need arises.  The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines. |

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| **Main duties and responsibilities** | |
| **1** | Ensure that incidents and requests are handled according to agreed procedures instigating escalation procedures to third line support or line managers, if necessary. |
| **2** | Investigate problems in systems and services and assist with the implementation of agreed remedies and preventative measures. |
| **3** | Identify and resolve issues with applications, following agreed procedures and carry out applications maintenance tasks. |
| **4** | Using the ITSM system, ensure that all work is logged, allocated and prioritised for a timely and efficient resolution. |
| **5** | Define, document and carry out small projects or sub-projects alone or within a small team, actively participating in all phases, identifying, assessing and managing project risks and preparing realistic plans (including quality, risk and communications plans). |
| **6** | Take responsibility for the technical aspects of smaller sub-components or areas of larger systems. |
| **7** | Follow appropriate systems development lifecycle techniques, including analysis, development and configuration, testing, implementation, and review. |
| **8** | Communicate effectively acting as a key liaison with customers, team members and colleagues across the University. |
| **9** | Design, create and test complex, well-engineered information deliverables and manage the configuration of documentation items and files, within own area of responsibility. |
| **10** | Take responsibility for own workload and keep others informed, highlighting potential problems and suggesting solutions to ensure continuity of service delivery. |
| **11** | Educate the business and service desk teams for best practice in systems administration and configuration. Provide the necessary tools, documentation, and training. |
| **12** | Establish effective working relationship with software suppliers; understand their business practices and how to best tailor them to the needs of your customers. |
| **13** | Promote and assist in the implementation of strategies, policies and procedures that seek to guide and shape the IT Support Service delivered by Computing Services. |
| **14** | Apply and maintain specific security controls as required by organisational policies and local risk assessments to maintain confidentiality, integrity and availability of business information systems and to enhance resilience to unauthorised access. |
| In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.  You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.  Some occasional travelling may be required, for example to user groups or conferences. | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to degree level or equivalent qualification or equivalent experience in a related field | ✓ |  |
| ITIL (Version 3 or later) Foundation Level Qualification [applicants without this qualification will be required to have achieved this qualification within their probation period] |  | ✓ |
| Professional project management qualification (e.g. PRINCE2 foundation or equivalent) |  | ✓ |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Previous experience of large business information systems development and maintenance, especially working with purchased 3rd party applications |  | ✓ |
| Previous experience of second tier IT support and the processes associated with it |  | ✓ |
| Proven experience of effective working in a customer service environment |  | ✓ |
| Experience of project work, including working in teams and on multiple tasks simultaneously |  | ✓ |
| Experience of using an IT Service Management system to manage, allocate and monitor support tasks |  | ✓ |
| Proven experience of end user training |  | ✓ |
| Knowledge of relevant business information systems |  | ✓ |
| Knowledge and experience of database development, in particular writing interfaces between information systems and complex reports |  | ✓ |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Technical competence in problem solving, solution design and programming concepts, languages and frameworks | ✓ |  |
| Technical competence in SQL | ✓ |  |
| Technical competence in Microsoft Dynamics CRM |  | ✓ |
| Technical competence in web technologies such as php, xml, jquery, javascript, css, html |  | ✓ |
| Ability to write and execute test cases | ✓ |  |
| Excellent organisational skills |  | ✓ |
| Excellent interpersonal and communication skills |  | ✓ |
| Ability to work within a changing business and technical environment | ✓ |  |
| Ability to work with HE staff at all levels |  | ✓ |
| Ability to learn / adapt to new technologies | ✓ |  |
| Ability to adapt communication style to suit the audience | ✓ |  |
| Ability to work within a close knit team while still being able to work autonomously | ✓ |  |
| Ability to deal with confidential and sensitive information with tact and discretion | ✓ |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |