Job Description

Job title:	**Power Platform Developer**
Department/School:	**School of Management**
Grade:	**7**
Location:	**University of Bath**

Job purpose
To work alongside developers, and work closely with Stakeholders to deliver high quality consultancy and solutions to our key business owners and customers. To work closely with the Digital, Data & Technology (DD&T) team to deliver solutions in line with architectural strategy and standards. As well as technical excellence, this role will require the ability to promote SharePoint/PowerPlatform/o365 to the business, troubleshoot issues and provide advice, training and support when needed. To work on all phases of the development of new business systems that underlie corporate services. To maintain current systems, changes and system upgrades, and use requisite functional and technical expertise in a timely and cost effective manner. To work closely with key business owners to ensure that the solutions they develop together are both effective and efficient in helping run the School and benefit the wider University. To provide third tier application support, whilst creating the necessary tools and materials for first and second tier Service Desk support. To work closely with key business owners in a training role, promoting best practice for current applications and new developments.

Source and nature of management provided
DD&T Agile Team Leader, with a dotted line to Director of Operations, School of Management

Staff management responsibility
None

Special conditions
Standard University business hours are 9.00 am - 5.20 pm Monday to Thursday and 9.00 am - 5.10 pm Friday. From time to time you will be required to work outside these hours, for example to manage maintenance during less disruptive periods such as a 7.00 am start on Tuesdays for the 'at-risk' period. The University operates an "out-of-hours" system to ensure service continuity. The post-holder will be required to join the out-of-hours list and asked to undertake occasional duties outside of standard University hours including evenings or weekends. The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines.

	Main duties and responsibilities
1	**Systems Development / Continual Service Improvement** • Deliver a professional and highly effective business information systems development service. • Work with relevant stakeholders to methodically investigate, analyse, review and document business functions and processes. Define requirements for improving processes and systems to enhance quality, increase efficiency, reduce cost and mitigate risk. Create user acceptance criteria with stakeholders. • Work with stakeholders and the Project Manager to produce accurate and practical estimates, quality requirements and plans for work. • Conduct security risk and vulnerability assessments for defined business applications or IT installations in defined areas, and provide advice and guidance on the application and operation of physical, procedural and technical security controls. • Ensure systems data quality is of a high and resilient standard, and can be readily maintained at this level. • Identify new and alternative approaches to performing business activities. Bring about improvements and measurable business benefits by identifying and proposing process improvements. Where necessary work across teams, both in and out of the School and Computing Services. • Take responsibility for the technical aspects of smaller sub-components or areas of larger systems. • Follow appropriate systems development lifecycle techniques, including analysis, development and configuration, testing, implementation, and review. • Employ through-life planning models to ensure information systems continuously meet business needs. Advise customers of supplier product developments and upgrades advising on implementation. Manage the demise of systems that no longer meet requirements. • Educate the business and service desk teams for best practice in systems administration and configuration. Provide the necessary tools, documentation, and training. • Provide third tier application support. Periodically analyse third tier requests, identifying patterns and providing any tools/documents/training to the business teams and service desk to solve these issues.
2	**General Responsibilities** • Communicate effectively and act as a key liaison with customers, team members and colleagues across the School and University. Be able to manage customers' expectations, clearly explaining what is realistically possible or not. • Be willingly responsible for delivering your own results as well as those of your team, keeping others informed of progress and of potential problems once they are predictable. • Understand the reasons for and impact of changes upon customers. Be an advocate, actively promoting and implementing 'the new way'. Assist customers through the transition of change so contributing to the success of the project.

Main duties and responsibilities

- Establish effective working relationship with software suppliers; understand their business practices and how to best tailor them to the needs of your customers.

- Be responsible for making timely decisions within the limits of your authority. Adopt a rational approach to problem solving breaking it down into its components and treat each appropriately.

- Use appropriate tools and technologies to implement project plans. The initial project will be to build and deliver high quality solutions appropriate to the needs of the business and following industry best practice.

- Design, configure and deliver applications and features incorporating the full range of Office 365 tools, including Power BI, Power apps, Flow, Stream, Yammer, Teams and Forms.

- Work with DD&T to understand business stakeholder requirements. Attend and present at business stakeholder meetings and workshops when required.

- As a technical specialist, research and develop skills, standards and solutions in new technologies while promoting existing services and working within University standards.

- Establish an appropriate knowledge of the roles of other teams and individuals within Computing Services, as well as those outside Computing Services related to the relevant business areas, in particular where systems and services interact. Know-how and from whom to elicit help.

- In addition to University provided training and development, undertake sufficient personal and professional based development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.

- Prepare and publish high quality documentation to support the business information development process.

- Educate the business teams and service desk team for best practice in systems administration and configuration. Provide the necessary tools, documentation, and training.

- 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.

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.
While almost entirely campus-based, some travelling is inevitable, for example to user groups or conferences.

Person Specification

Criteria: Qualifications and Training	Essential	Desirable
Educated to degree level or equivalent qualification or experience in a related field	✓	
Professional project management qualification (e.g Agile (DSDM) or equivalent) or demonstrable equivalent experience in leading or managing projects		✓
ITIL (Version 3 or later) Foundation Level Qualification [or with training have achieved this qualification within their probation period]		✓

Knowledge and experience	Essential	Desirable
Previous experience of functional business process analysis and efficiency identification		✓
Significant experience of large business information systems development and maintenance, especially working with purchased 3rd party applications	✓	
Significant experience of building a Microsoft Dynamics solutions to successfully meet the project brief and objectives.	✓	
Significant experience of project work, including working in teams and on multiple tasks simultaneously	✓	
Practical experience of change management for information systems development		✓
Knowledge and experience of database development, in particular writing interfaces between information systems and complex reports	✓	
Experience of developing web applications using up-to-date programming languages		✓
Knowledge of relevant business information systems		✓
Proven experience of effective working in a service-based environment	✓	
Proven experience of end user training		✓
Significant experience of third tier IT support and the processes associated with it	✓	
Previous experience of working in the Higher Education sector		✓

Skills and aptitudes	Essential	Desirable
Technical competence in PowerApps, Flow (Power Automate) , PowerBI, Sharepoint (on-prem and online)	✓	
Technical competence in SQL, CDS & Azure (logic apps), Dynamics, PowerShell, InfoPath, SharePoint Designer, JSON		✓
Technical competence in web technologies such as xml, css, html		✓
Proven project development skills	✓	
Technical competence and proven problem solving and troubleshooting skills	✓	
Ability to learn / adapt to new technologies	✓	
Excellent organisational skills		✓
Excellent interpersonal and communication skills, with the ability to adapt to suit the audience.		✓
Confident and able to engage with HE staff at all levels and of differing technical abilities		✓
Ability to work within a changing business and technical environment	✓	
Self-motivated and proactive with a positive attitude, particularly when identifying service improvements	✓	
Ability to work within a close knit team while still being able to work autonomously	✓	
Tenacious - will follow tasks through to completion	✓	
Flexible, adaptable and an ability to cope with a busy workload	✓	
Committed to self-development. Continually improves knowledge, skills and behaviours making sure to transfer any relevant knowledge/skills gained to the rest of the team	✓	
Ability to deal with confidential and sensitive information with tact and discretion	✓	

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.