Department Summary

The IT department is responsible for the delivery and support of all aspects of Information Technology within the University. The department is responsible for all the operational aspects of IT including service desk, desktop support, network, telecommunications and server infrastructure; the development, implementation, integration and support of applications; and delivering IT projects and change.

Position Summary

The post works within the Enterprise Applications group which is responsible for the development, integration, implementation and support of IT systems and solutions. The (EA) group’s main focus is:

- The analysis, design, development, implementation and delivery of applications for the academic and administration functions — this includes upgrades to existing applications, developing application interfaces and implementing new (in-house or commercial) software — all within a Service Delivery ITIL framework

- Safeguarding the transition of solutions into production by applying robust testing disciplines and effective configuration management within a Service Delivery ITIL framework

- 2nd line support

Examples of the range of applications within the Enterprise Applications group involved include the student record system, finance system, payroll and personnel systems, e-learning applications, content management systems and a staff and student portal.

This role lies within the Business Applications’ team which covers amongst others - Student Accommodation, Finance, HR, Sports Bookings, Timetabling & Room Bookings, Estates software, College Cards and Facilities software. The Business Application landscape is varied and interesting with a mix of SaaS, Hybrid and on premis solutions. This role has the primary responsibility of configuring and supporting the Enquiry Management software (BMC Footprints) across the College. This includes the Service Desk software as well as general Enquiry Management workflow.
The Business applications application portfolio also supports the implementation, upgrades and integration of mainly third party suppliers software covering mainly (but not exclusively) Microsoft technologies. The role will also be responsible for analysis, design and development of interfaces for business applications software within the College IT data landscape (including middleware); writing SQL queries and scripts when required; supplier management and interaction; coordinating and/or undertaking supplier software upgrades where appropriate; updating architecture documents and understanding the data flow between business applications, data middleware and reporting.

Analyst Developers must be competent in using Microsoft technologies, using their programming skills, to integrate their applications with other technologies and deliver specifications as requested by the business.

This role requires building good working relationships with a spectrum of fellow colleagues from end users to project managers and occasionally working closely with contacts in external vendor organisations.

The role includes 2nd line support within the Business Applications service portfolio as well as knowledge of MS SQL Server and SQL scripting.

The role is also responsible for analysis and design required in line with department document standards prior to and during development; documenting and testing solutions prior to release for test to end-users and subsequent deployment into production under the IT Services ITIL Delivery Framework of Change and Service Management. The role will work closely with the Core Service Delivery group to release deliverables into production.

To be suitable for this role the candidates will be required to have:

- skills and experience in problem solving, analysis, solution design and programming concepts, languages and frameworks
- a proactive and flexible approach to learning new skills
- experience in supporting and integrating third party software and managing suppliers
- an awareness of good support practice and development methodologies and quality assurance
- an interest and enthusiasm for new technology and innovation
- an ability to work in small teams to agreed deadlines and schedules
- good communication skills to internal and external stakeholders

Skills and Competencies

Technical

1. **Microsoft SQL Server Development and Support Skills**
   To include knowledge and experience in some of the following:
   a. Experience in SQL Queries, Triggers, Stored Procedures in MS-SQL 2008 upwards
   b. Experience in using Visio
   c. Experience in using SSIS
   d. Experienced understanding of Office 365
   e. Experienced use of Visual Studio
   f. Scripting (HTML, CSS, Javascript, jQuery, XML, XSLT etc)
   g. ASP.NET MVC web applications
   h. Experience using Source Control software
   j. Experience in REST API
2. Understanding of various development methodologies and best practices
   a. Understanding of various development approaches (e.g. waterfall, spiral, RUP, Agile)
   b. Familiarity with quality assurance procedures (e.g. testing, acceptance, source code control, configuration management, change management)
   c. Ability to design software and integration solutions from given requirements specification and document the design produced to agreed standards.
   d. Working within an ITIL Service Delivery Framework (Change, Problem & Incident Management)

3. Application Support and Troubleshooting Knowledge
   a. Working with external suppliers and their external service desks
   b. Familiarity with using service desks (any package)
   c. Knowledge of ITIL or service desk practices
   d. Demonstrate a logical approach to issue resolution - essential

4. Testing
   a. Ability to write and execute test cases - essential
   b. Understanding of the different types of testing

5. Ability to Write Documentation
   a. Ability to write for various audiences - essential
   b. Ability to select appropriate document formats

Personal

- Planning, organising and personal time management
- Strong interpersonal, communication and presentation skills.
- Proven analytical and problem solving skills.
- Positive personal qualities including business focus, drive, professionalism, integrity and teamwork.
- Willingness to identify fresh approaches and recommend where appropriate.
- Strong customer service focus.
- Appropriate attention to detail in working, documentation and communication
- Networking particularly in application and development communities via various channels
- Interest in technology roadmaps and innovation and an ability to identify opportunities to apply new technologies.
- Ability to transfer and augment existing knowledge and experience and an enthusiasm to learning new skills.
- A proactive approach to problem management and personal development.
- Ability to work in small teams, including matrix and virtual teams

Activities and Tasks

1. Understanding, implementing, testing, maintaining and documenting enterprise business applications and interfaces.

2. Being the SME for Footprints - working with suppliers, IT colleagues and users in configuring and supporting the Enquiry Management application (Footprints) as it rolls out across the College for Professional Services and secondly for Academic departments. Knowledge sharing with other team colleagues.
3. Assisting with designing, implementing and documenting software solutions under the guidance of a senior colleague, line manager as well as the Technical Design Authority

4. Helping to produce test plans, test scripts and conducting application testing (sometimes using automated testing tools) to verify and validate application software solutions to ensure the reliability, robustness and coverage of specified requirements before releasing into production.

5. Producing quality documentation, end-user training manuals and operational documentation.

6. Supporting IT and the business by researching new technologies and providing technical advice to aid analysis of business and functional requirements and solution design.

7. Working with Project Managers by providing timely communication on progress of allocated tasks and technical advice to assist in project planning and delivery.

8. Providing second line support for a wide range of applications. Analysing, understanding and resolving support requests, communicating effectively with internal customers in Royal Holloway and occasionally liaising with external software vendors to ensure resolution of issues.

9. Participating in knowledge sharing sessions with other members of the Business Applications team, IT department and providing end-user training/FAQs for specific applications.

10. Working collaboratively with members of the Core Service Delivery group to ensure the reliability and robustness of the services provide by IT department as a whole. This may involve infrequent out-of-hours work

11. Networking within and outside the institution in order to explore technological opportunities and trends and understand best practice.

12. Carrying out any other related duties as directed by the Head of Business Applications.

Any other duties as required by the line manager or Head of Department that is commensurate with the grade.

As the needs of the College change so the above job profile, duties and location of the role within the Faculty of the College will be adjusted accordingly.