JOB DESCRIPTION

Department: IT - Enterprise Applications
Post Title: Senior Analyst Developer
Grade: 8
Reports to: Head of Student Administration Systems

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 group’s main focus is:

• The analysis, design, development, implementation and delivery of applications for student recruitment, academic, development and professional services functions — this includes gathering requirements, writing functional specifications, development (coding) as well as undertaking upgrades to existing applications, developing application interfaces and implementing new (in-house or commercial) software releases – 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 Student Administration portfolio which includes the following key college services:
- RH Direct (Online Admissions),
- RH Engage (applicant and student engagement),
- Student Administration (Banner)
- Campus Connect (Student Portal) and
- RH Passport (Employability)

The Student Administration team works closely - but not exclusively, with Student Services (Registry) to support processes across the academic cycle.

The team supports the development, implementation, upgrades and integration of third party software – the most important of which are the Ellucian products
i) Banner which is the main Student administration software and
ii) Luminus the Campus Connect student portal software which are based on Oracle technologies. All other software and interfaces are based mainly on Microsoft technologies.

The role will be responsible for gathering requirements, analysis, writing functional and technical specifications to ensure data and process integrity between the various business and technical stakeholders. High competency in analysis as well as communication and written skills are crucial. The development and testing of software and interfaces within the College IT data landscape (including middleware) is also required. The role is also required to be able to update design and architecture documents and actively understand the data flow between student administration systems, data middleware and reporting.

Senior Analyst Developers must be competent in using Oracle and Microsoft technologies, using their programming skills, to integrate their applications with other technologies.

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

The role includes 2nd line support within the Student Administration Service portfolio working especially closely with Student Services (Registry).

The role is also responsible for analysis and design required in line with department document standards prior 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:

- Competency and experience in analysis, functional specifications, and technical specification
- 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. **Oracle & MS SQL Development and Support Skills**
   
   To include knowledge and experience in some of the following:
   
   a. Experience in SQL Queries, Triggers, Stored Procedures
   b. Scripting (PL SQL, Javascript, jQuery, XML, XSLT, HTML, CSS etc)
   c. Experience using Source Control & Release Management software
   d. Experience in Web Services, REST/SOAP APIs
   e. Experienced understanding of Office 365
   f. Experience in using Visio
   g. Experience in using any Reporting software e.g. Business Objects, SSRS

2. **Understanding of various development methodologies and best practices**
   
   a. Ability and experience in writing functional and technical specifications for small works and project work package
   b. Understanding of various development approaches (e.g. waterfall, spiral, RUP, Agile)
   c. Familiarity with quality assurance procedures (e.g. testing, acceptance, source code control, configuration management, change management)
   d. Ability to design software and integration solutions from given requirements specification and document the design produced to agreed standards.
3. **Application Support and Troubleshooting Knowledge**
   
a. Working with internal IT teams for support and collaborative working  
b. Working with key stakeholders  
c. Working with external suppliers and their external service desks  
d. Familiarity with using service desks (any package)  
e. Knowledge of ITIL and/or service desk practices  
f. Demonstrate a logical approach to issue resolution - essential

4. **Testing & Integration**
   
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. Analysis and production of functional and technical specifications working for small works and project work packages.

2. Understanding, developing, implementing, testing, maintaining and student administration systems and associated interfaces.

3. Working collaboratively with members of the Enterprise Applications group to troubleshoot problems as well as ensure the integrity of design, development and implementation within the ITIL Delivery framework.

4. Assist with designing, implementing and documenting software solutions under the guidance of the Team Lead, leading and taking part in internal design reviews as well as interacting with the Technical Design Authority when required.

5. 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.

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

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

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

9. Providing second line support for a wide range of applications within the SAS portfolio. 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.

10. Participating in knowledge sharing sessions with other members of the IT department and providing end-user training on specific applications.

11. 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.

12. Networking within and outside the institution in order to explore technological opportunities and trends and understand best practice.
13. Carrying out any other related duties as directed by the Head of Student Application Systems

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.