JOB DESCRIPTION

Job Title: Integrations Analyst

Department / Unit: IT Department

Grade: RHUL 7

Accountable to: Head of Web and Mobile Applications

Accountable for: n/a

Purpose of the Post

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.

Key Tasks

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:

- Lead the development, implementation and delivery of applications, data warehousing and reporting for the academic and administration functions —this includes upgrades to existing applications, developing application interfaces and implementing new (in-house or commercial) software.
- Safeguarding the transition of solutions into production by applying robust testing disciplines and effective configuration management.
- 2nd line support

Examples of the range of applications involved include the student record system, finance system, payroll and personnel systems, e-learning applications, content management systems and a staff and student portal.
The Integrations Analyst role is responsible for leading the collecting, analysing and translating of data requirements into robust solutions that satisfy the stated needs in line with data integration and transfer, Enterprise Services, ETL (Extract, Transform, and Load), technologies and IT standards. This 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 technical service design, implementation and support. The role is also responsible for documenting and testing solutions prior to releasing them for test to end-users and subsequent deployment into production. After successful testing the role will work closely with the Service Delivery group to release deliverables into production.

The role is also responsible for maintaining data models and data dictionaries according to agreed standards, processes and procedures.

To be suitable for this role the candidates will have:

- Practical experience in EAI, Middleware and Enterprise Services, but specifically with SSIS 2016.
- Experience in a Supplier-led environment, being able to provide work packages and validate technical design and delivery.
- ETL and DWH solution experience using the Microsoft technology stack
- C# and EAI development experience, including REST, XML, SOAP
- Enterprise Service design and solution experience
- Can do attitude for offering solutions and problem solving
- A proactive and flexible approach to learning new skills
- An awareness of good support practice, data and development methodologies and quality assurance
- An interest and enthusiasm for new technology and innovation
- The ability to work in small teams to agreed deadlines and schedules
- Any reporting experience would be advantageous

The main responsibilities of the post are:

1. Working through the application lifecycle from requirements gathering through to designing, developing, testing, implementing and supporting SSIS packages, Web Services and other middleware systems to fit existing standards

2. Providing second line support for Middleware technologies, 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.

3. Working with Suppliers where appropriate to provide Work Packages, validate technical design, development and delivery.

4. Producing technical documentation, end-user training manuals and operational
5. Producing unit test plans, test scripts and conducting testing (sometimes using automated testing tools) to verify and validate solutions to ensure the reliability, robustness and coverage of specified requirements before releasing into production.

6. Assisting the line manager and the service desk with sanitising, triaging and coordinating new work and change requests.

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. Implementing and maintaining the Enterprise Service Estate as directed by the Line Manager and according to the Reporting Strategy and Technology Roadmap.

9. Designing, developing, testing and implementing Middleware and ETL solutions.

10. Liaising with the suppliers/vendors for Upgrades and Service Packs.

11. Assisting the Line Manager in maintaining an Enterprise Data Model.

12. Participating in knowledge sharing sessions with other members of team providing end-user training on related data and reporting approaches, standards and design.

13. Supporting business analysts, architects and other developers by researching new technologies and providing technical advice to aid analysis of business and functional requirements and solution design.

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

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

16. Carrying out any other related duties as directed by the Line Manager.

**Other Duties**

Any other duties as required by the Deputy Director of Enterprise Applications 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.