

## JOB DESCRIPTION

<b>Job Title:</b>	Graduate Trainee (IT Self Service Applications)
<b>Department / Unit:</b>	IT Services department
<b>Grade:</b>	RHUL 5
<b>Accountable to:</b>	Senior Team Lead
<b>Accountable for:</b>	n/a
<b>Purpose of the Post</b>	
<p><b>Department Summary</b> 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.</p> <p><b>The Purpose of the Role</b> To offer an opportunity in which Royal Holloway graduates gain a good grounding in working in an IT department and develop their technical skills in a variety of areas of IT within the College. The successful candidate will be placed in the Student Administrative Systems team to provide support to a project which will deliver innovative self-service applications leveraging the College's student records and workflow platforms. Alongside the placement the trainees will receive relevant training and also mentoring from a technical team lead.</p> <p>The IT Department has several teams and there is potential for candidates to be work closely with (in addition to the Student Administrative Systems team) for example: Web &amp; Mobile Applications, Middleware &amp; Reporting, Systems Administration, Networking and Enterprise Applications.</p>	
<b>Key Tasks</b>	
<p><b>Summary of Responsibilities:</b> The responsibilities will vary according to the requirements of the project but will include:</p> <p>Student Administrative Systems</p> <ul style="list-style-type: none"> <li>To learn about and support the analysis, design, development, implementation and delivery of applications for the academic and administration functions.</li> <li>To learn about and support a portfolio of applications that deliver critical functionality to the annual academic cycle and user journeys of applicants, students</li> </ul>	

and staff.

#### Banner Self Service & Workflow Project

- To learn about and support the develop of self-service functionality, service automation and online workflows to enhance the student and staff experience
- To learn about web technologies and development tools.

#### Enterprise Applications and Service Delivery

- To learn about the safeguarding the transition of solutions into production by applying robust testing disciplines and effective configuration management within a Service Delivery ITIL framework.
- Along with other Systems Administration staff, learn how to ensure the availability, security and stability of services through monitoring, maintenance, and automation, and change management, participation in incident management in line with process and industry best practice.

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.

In all areas of IT candidates will:

- To learn the techniques required to provide all levels of technical support - all within a Service Delivery ITIL framework
- Contribute to standard and procedure documentation including relevant technical documentation in line with process and industry best practice.

Any other duties as required by the line manager as are commensurate with the grade.

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

#### **Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.