# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Web Developer</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>IT Services / Student Administration Systems</td>
</tr>
<tr>
<td>Job type</td>
<td>Permanent – Full-Time</td>
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<tr>
<td>Grade:</td>
<td>RHUL 7</td>
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<tr>
<td>Accountable to:</td>
<td>Head of Student Administration Systems</td>
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<tr>
<td>Accountable for:</td>
<td>N/A</td>
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## Purpose of the Post

To offer an opportunity in which the role-holder can gain an excellent grounding in working within a highly collaborative IT department and develop their technical skills within a variety of platforms that support the student journey within the College. The role-holder will be placed within the Student Administration Systems team, working with colleagues to provide second-line support, participate in cyclical processes that enable the delivery of the student journey and the development of functionality to support a wide range of College services and activities.

The post primarily requires the role-holder to develop single-page web applications in Angular using our vendor’s framework (Ellucian Page Builder) to enhance the student experience and improve the IT services offered to students. The post also serves to make existing staff processes more efficient through the introduction of new or improved IT services.

There may also be the opportunity to investigate the use of REST-based APIs in new applications, possibly with a view to replacing some of our existing, more traditional integrations.

## Key Tasks

The role-holder's duties will include:

- Implementing and deploying scalable, cost-effective solutions using web-based technologies, ensuring tasks are met within the defined timescales and providing timely communication on progress to assist in planning and delivery.
- Investigating and evaluating new technologies to aid the development and delivery of new and existing services to staff and students.
- Liaising with suppliers/vendors to investigate and resolve any reported anomalies in services.
- Safeguarding the transition of solutions into production by applying robust testing disciplines and effective configuration management within a Service Delivery ITIL framework.
- Supporting the day-to-day operation and maintenance of services provided by Student Administration Systems to students and staff of the College.
- Participate in knowledge-sharing sessions with other members of the team and the wider IT department.

- Owning and delivering work requests and small enhancements relating to student administrative systems and processes within the agreed system of IT governance and approval, including the following:
  - Requirements gathering
  - Analysis & solution design
  - Implementation planning
  - Development & testing
  - Supporting documentation

- Participate in the testing and platform verification of upgrades to student administrative systems in non-production and production environments. This may involve occasionally working evenings or at weekends.

- Support the other members of the team in the day-to-day data processing tasks.

- Help provide support for systems when colleagues are on leave or otherwise unavailable.

### Other Duties

- To support departmental/College-wide events including (but not limited to) start of session, open days, clearing, applicant visit days, graduation etc. This may involve occasional working at the weekends or evenings.

- 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.

### Internal & External Relationships

The following list is not exhaustive, but the post holder will be required to liaise with colleagues in other areas, such as:

- Academics and Professional Services staff.
- Colleagues within Academic Schools/Departments.
- Colleagues within the IT Services Directorate.
- External networks/professional bodies where required.
- Third-party suppliers and support services.