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 a graduate 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 more senior 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.

**Key Tasks**

- To work under the guidance of other members of the team to implement and deploy 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.

- To learn and support the analysis, design, development, implementation, and delivery of applications for the academic and administration functions of the College.

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

- To learn and support the day-to-day operation and maintenance of services provided by Student Administration Systems to students and staff of the College.

- To carry out testing and to support teams in the completion of testing in the context of operational or technical changes to Student Administrative Systems.

- To deliver work requests and small enhancements relating to Student Administrative Systems within the agreed system of IT governance and approval including supporting the following:
  - Requirements gathering
  - Solution design
  - Implementation Planning
  - Testing
  - Supporting Documentation

- To learn and support the other members of the team in the day-to-day data processing jobs when required.
### 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:

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