# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Web &amp; Application Developer</th>
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</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>IT Services / Web &amp; Mobile Applications and Student Administration Systems</td>
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<tr>
<td>Job type:</td>
<td>Professional Services</td>
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<tr>
<td>Grade:</td>
<td>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 will work across both the Web & Mobile and Student Administration Systems teams, 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.

## Key Tasks

- To work with 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.

- Working through the application lifecycle from requirements gathering through to designing, developing, testing, implementing and supporting applications, web services and integrations to fit existing standards.

- To deliver the analysis, design, development, implementation, and support of applications for the academic and administrative functions of the College.

- To design elegant and efficient user experiences that are capable of being accessed across multiple devices and viewports, whilst ensuring they adhere to the brand guidelines as defined in College policy.

- Assist with breaking down work items into tasks providing both initial high-level and more granular estimates by identifying and using the most appropriate technique. Participate in backlog grooming and sprint planning ceremonies to ensure other team members understand the tasks an estimates proposed.

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

- To support the day-to-day operation and maintenance of services provided by the Enterprise Applications division 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 Enterprise Applications.

- To deliver work requests, enhancements and new functionality relating to Enterprise Applications within the agreed system of IT governance and approval including supporting the following:
  o Requirements gathering
  o Solution design
  o Implementation Planning
  o Testing
  o Supporting Documentation

- To 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.