JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Junior Technology Enabled Learning (TEL) Developer</th>
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</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>IT Services / Research, Teaching &amp; Learning</td>
</tr>
<tr>
<td>Job type</td>
<td>Permanent – Full-Time</td>
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<tr>
<td>Grade:</td>
<td>RHUL 6</td>
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<tr>
<td>Accountable to:</td>
<td>Head of Research, Teaching &amp; Learning Applications</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 Technology Enabled Learning. The role-holder will be placed within the Research, Teaching & Learning (RTL) team, working with colleagues to provide second-line support, participate in cyclical processes that enable the delivery of the educational journey and the development of functionality to support a wide range of College services and activities.

The post primarily requires the role-holder to support key stakeholders in resolving technical problems across a wide portfolio of TEL applications, managing a significant volume of calls via service desk technologies.

**Key Tasks**

The role-holder’s duties will include:

- Supporting the day-to-day operation and maintenance of services that support Technology Enabled Learning within the College.
- Supporting the implementation and deployment of new TEL services.
- 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.
- 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 TEL 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.