

## JOB DESCRIPTION

<b>Job Title:</b>	Junior Analyst Developer
<b>Department / Unit:</b>	IT Department – Enterprise Applications
<b>Job type</b>	Full-Time - Permanent - Professional Services
<b>Grade:</b>	7
<b>Accountable to:</b>	Head of Business Systems
<b>Accountable for:</b>	No direct reports
<b>Purpose of the Post</b>	
<p>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>The post works within the Enterprise Applications group which is responsible for the development, integration, implementation and support of IT systems and solutions. This role lies within the Business Applications portfolio which covers Student Accommodation, Finance, HR, Sports Bookings, Timetabling &amp; Room Bookings, Estates, College Cards and Security systems.</p> <p>The support, analysis, design, development, implementation, and delivery of applications for the academic and administration functions —this includes upgrades to existing applications, developing application interfaces and implementing new (in-house or commercial) software – all within a Service Delivery ITIL framework</p>	
<b>Key Tasks</b>	
<p>The Business Applications portfolio supports the implementation, maintenance, support and integration of third-party suppliers' software covering mainly Microsoft technologies.</p> <p>This role requires building good working relationships with a spectrum of fellow colleagues from end users to project managers and also works closely with contacts in external vendor organisations.</p>	

1. Monitor and manage the day-to-day support of a suite of operational applications across functional/operational areas, becoming the key point of contact for a selection of these.
2. Handling user queries from initial investigations and diagnosis through to incident resolution by providing work-arounds, reconfiguration, improved working practises, enhancements, or training
3. Support the configuration of applications, including workflows and basic customisation
4. Provide advice and guidance to users in the effective use of applications, enabling them to get maximum benefit from the services available to them
5. Producing quality documentation, end-user training manuals and operational documentation.
6. Proactively monitor applications to identify issues before they impact performance, taking immediate action where required
7. Contribute to continuity of service including the impact of changes
8. Work collaboratively with members of the Core Service Delivery group, suppliers and the Business to proactively identify and drive service improvement recommendations to minimise costs/improve service. This may involve infrequent out-of-hours work
9. Assisting with designing, implementing and documenting software solutions under the guidance of a senior colleague, line manager as well as the Technical Design Authority
10. Participating in knowledge sharing sessions with other members of the IT department and providing end-user training on specific applications.
11. Working with Project Managers by providing timely communication on progress of allocated tasks and technical advice to assist in project planning and delivery.
12. Helping to produce test plans, test scripts and conducting application testing (sometimes using automated testing tools) to verify and validate application software solutions to ensure the reliability, robustness and coverage of specified requirements before releasing into production.
13. Supporting IT and the business by researching new technologies and providing technical advice to aid analysis of business and functional requirements and solution design.
14. Networking within and outside the institution in order to explore technological opportunities and trends and understand best practice.

### **Other Duties**

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

The role will also assist in the analysis, design and development of interfaces for business applications software within the College IT data landscape (including middleware); writing SQL queries and scripts when required; supplier interaction; coordinating and/or undertaking supplier software upgrades where appropriate; updating architecture documents and understanding the data flow between business applications, middleware and reporting.

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 their manager.

### **Internal and external relationships**

This role communicates with many different areas but includes:

- IT Service Desk and other Royal Holloway IT groups
- Users, Subject Matter Experts, Business System Owners, Managers
- External Third-Party Support Desks and technical T2 support engineers.
- External Third-Party Service Managers

## PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge, and abilities that are needed to fulfil this role are set out below.

**Job Title:** Junior Analyst Developer

**Department:** IT

	Essential	Desirable	Tested by Application Form/Interview/Test
<b>Knowledge, Education, Qualifications and Training</b>			
Educated to degree level or equivalent experience			
Understanding of various types of project and development approaches	X		Interview
Working within an ITIL Service Delivery Framework (Change, Problem & Incident Management) and preferably ITIL qualified.	X		Interview
Experienced understanding of Office 365 and other Microsoft technologies	X		Application Form
SQL query writing and basic SQL Server troubleshooting	X		Interview
<b>Skills and Abilities</b>			
Ability to manage own time including delivering work to meet deadlines.	X		Application Form
Ability to communicate clearly and effectively both written and verbally.	X		Interview
Experience in SQL administrative tasks, triggers, stored procedures		X	Interview
Thorough understanding of modern application architecture	X		Interview
Familiarity with cloud and on-premise application hosting	X		Application Form
Demonstrable experience in supporting various integration technologies	X		Application Form
Demonstrate a logical approach to issue resolution	X		interview
<b>Config management</b>			
Experience of writing and executing test cases and comprehension of the various types of testing		X	Interview

<b>Experience</b>			
Familiarity with quality assurance procedures (e.g. testing, acceptance, source code control, configuration management, change management)	X		Interview
Working with external suppliers and their service desks	X		Application Form
Experience of managing and applying application patching and upgrades		X	Interview
<b>Other requirements</b>			
Ability to work in small teams, including matrix and virtual teams	X		Interview
Ability to transfer and augment existing knowledge and experience and an enthusiasm to learning new skills.	X		Interview
Planning, organising and personal time management, working with little direct supervision to deliver agreed deadlines and schedules	X		Interview
Strong customer service focus.	X		Interview
Willingness to take ownership of issues	X		Interview
Positive personal qualities: including business focus, drive, professionalism, integrity, and teamwork.	X		Interview