



Job Title: Solutions Developer
Grade: 7
Salary: £34,804 to £40,322 per annum
Department: IT Services
Hours/Contract: Permanent, Full time
Reference: 421

Role Purpose

As a key member of the Development Team you will develop systems and applications in order to help deliver our University’s Strategic Plan. An important and exciting part of that plan is the Digital Transformation which will create a new digital infrastructure to support 21st-century learning. This includes the development of the University’s key Student Systems such as SITS (Student Records), Attendance Management and MyUoL Mobile App as well as Office 365 and its application for staff and students and its integration with a number of technology platforms and services.

You will work within both Agile and traditional software development lifecycles, often in a matrix management team structure and you will also work on a number of technology platforms, specifically .NET (C#/VB.NET. MVC) & SQL but also Azure, Office 365 and SharePoint including the relevant integration technologies. You must be willing to embrace new technologies, development environments and practices quickly but you will be supported with access to fantastic training materials and talented people.

Resources Managed

Management of teams of between 2 and 5 for solutions development.

Main Duties and Responsibilities	% Time
<p>To develop new solutions and interfaces in a number of environments from tightly controlled Systems of Record, to more Agile Systems of Innovation:</p> <ul style="list-style-type: none"> • Liaise with Business Analysts, business users, clients and vendors of the University as necessary to gather requirements • Contribute to the planning of large scale projects within a PRINCE2/Agile framework • Contribute to planning the detailed technical work packages or sprints involved in development projects through design, development, integration and testing. • Produce technical design documentation including specifying interfaces and the detailed hardware and software platforms required • Under the guidance of senior solutions developers, design and document coding standards that will be applied during the development, overseeing compliance with these by the team where appropriate • Liaise with Application Services and Infrastructure Services with regard to deployment of the application to the development, test and production environments • Produce operational, support hand-over and end-user documentation where required 	60





<ul style="list-style-type: none"> Develop and deliver training sessions/demonstrations on both a group and one-to-one basis for staff, students and University clients on use of software applications developed in-house. 	
<p>Support bespoke, customised, and configured applications:</p> <ul style="list-style-type: none"> Diagnose and resolve complex incidents and problems escalated from the Service Desk and Second Line Support teams. Manage version control Understate preventative maintenance and application software upgrade work, preparing change requests and undertaking impact analysis as necessary Liaise with suppliers to raise defects and escalate issues Participate in user groups and forums to share best practice Update IT service continuity plans as systems are changed Test IT service continuity plans as necessary 	20
<p>Maintain and develop specialist skills in line with the needs of the service including the investigation and evaluation of new developments and technologies.</p>	10
<p>Continuously improve software development design, development and testing methods.</p>	10
<p>Internal and External Relationships</p>	
<ul style="list-style-type: none"> Daily contact with other team members including daily stand-ups Daily contact with other teams in dealing with problems/queries Regular contact with clients across the University and end users to gather requirements, support user acceptance testing and resolve problems that have been escalated. Negotiation and discussion with system suppliers, external consultants and maintenance providers in developing services and dealing with complex issues. Contact with peers at other sites with similar service requirements. Occasional presentations, both internal and external, on service developments and proposals. 	
<p>Planning and Organising</p>	
<ul style="list-style-type: none"> Contribution to the overall IT Services plan of 12-24 months. Management and coordination of own work and that of virtual teams with a detailed view of 3 months. 	
<p>Qualifications, Knowledge and Experience</p>	
<p>Essential</p> <ul style="list-style-type: none"> Educated to graduate degree level in an IT related discipline or with equivalent additional experience* 	





- Substantial software development experience gained in a complex IT organisation*
- Demonstrable experience in the following: *
 - Office 365 and SharePoint development
 - MS Graph API
 - SPFX Web Parts
 - Azure Functions and Azure DB
 - Integration of the above using the REST APIs
- Experience of contributing to projects through the whole life cycle from requirements analysis through design, coding implementation, testing, system implementation and support
- Experience of the full range of systems analysis and design skills: analysis and design; user requirement specification; systems requirement specification; technical specification; system implementation; data migration; system testing; user documentation and user training

Desirable

- Educated to a post-graduate degree level (e.g. MSc) in an IT related discipline.
- Familiar with the HE context and environment.
- Demonstrable experience of Working in an Agile development (preferably Scrum)
- Microsoft MCSD Certification
- The following technologies, environments and tools are all of interest and you should draw out any relevant experience in these areas within your application:
 - .NET Development i.e
 - .NET (C# and VB.NET) , MVC, Javascript, jQuery, HTML, CSS, XML
 - Web Services (especially RESTful)
 - SQLServer (SQL) (2008 - 2014)
 - Powershell
 - MS Flow and Powerapps
 - Web/web Service standards (e.g. SOAP, XSLT)
 - Mobile application development
 - The following would be of particular interest:
- Knowledge of configuration of enterprise business applications
- Process modelling and design experience.
- IT Service Management (ITIL) Foundation
- Prince2 Project Management Foundation

***Criteria to be used in shortlisting candidates for interview**

Skills, Abilities and Competencies

Essential

- Highly developed analytical skills and problem solving ability. *
- Excellent inter-personal skills*
- Excellent verbal and written communication skills*
- Customer focussed. Capable of engaging and working with senior clients and end users at every level *
- Excellent team player.





- Able to work with minimal supervision. Self-confident and self-motivated. Able to organize, prioritize and plan own work

Desirable

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

VITAL

The University encourages all staff to live our [VITAL values](#) which are:
Valuing People, Innovators, Together, Accountable, Leaders.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

