

Job Description for Senior Analyst/Developer (88268)

Job Title	Senior Analyst/Developer (Front and Back-End)
Department	Information and Digital Group
Grade	FA7

<p>Job purpose (a brief summary of the role)</p>	<p>To provide technical leadership for the enhancement of and operational support of the University's core Virtual Learning Environment (VLE) Moodle, Lecture Capture System (Echo360) and complementary learning, teaching and assessment solutions (e.g. Mahara ePortfolio, digital assessment tools, etc.).</p> <p>The role holder will provide technical expertise in the development, integration and support of these platforms, troubleshooting issues and applying relevant fixes, creating new features and working with internal stakeholders and external vendors to optimise, provide a coherent and robust service across the University.</p> <p>This role is a highly independent but collaborative one, building on existing relationships with a variety of key stakeholder departments and it expected that it will bring their own voice to the table and contributing ideas to the products and produce clean, scalable and well-documented code whilst providing outstanding customer service. It is expected that the role holder will be flexible and adaptable to working with and learning any new platforms and systems that may become part of the portfolio of applications supported by the department.</p>
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Duties and responsibilities

1. Working on IT Tasks

- Responding to escalated ServiceNow calls and JIRA bugs with professionalism and timeliness by providing expert advice/operational support to users of the University's core VLE service (Moodle), Echo360 lecture capture system and complementary digital learning technologies in order for them to utilise systems to their full potential.
- Play a hands-on role as part of a small, specialist team to design, develop, test and maintain high quality web applications and backend/frontend services that fulfil business needs.
- Working collaboratively to design, develop and test solutions.
- Write documentation of new processes and products to facilitate knowledge sharing.
- Strong focus on quality. Define and execute practices such as continuous integration and test-driven development to enable the rapid delivery of working software.
- Communicating positively with users / customers, avoiding technical jargon.
- Solving technically complex challenges.
- Applying expertise to issues, implementing clean fixes
- Responsible for ensuring confidentiality, integrity and availability for data. Following information security and data management policies ensuring, least privilege and information assurance
- Ensuring appropriate levels of business continuity are factored into solutions and maintained during the solutions lifecycle
- Monitoring of systems and reacting to alerts and abnormal behaviour
- Liaison and escalation with internal developers and 3rd party vendors

2. Improving IT Output

- Identifying repeating or common issues, proposing, and implementing solutions to root cause fixes
- Identifying training needs for self and in the team around technical disciplines and advising IDG leadership on development opportunity
- Recommending Change Requests and preparing change documentation, representing Change at Change Advisory Board
- Leading on managing risks around Lifecycle management of systems and services supported by the team
- Develop and maintain the learning systems documentation regarding procedures, workflows and data
- Document, ensure up-to-date information and co-ordinate Business Continuity best practice for all LS systems

3. Working on Projects

- Key role in project teams, providing guidance and expertise on medium and large projects
- Escalating challenges, proposing solutions
- Identifying and raising project risks
- Provide technical solutions to meet customer requirements
- Producing high quality defined services, to form part of the service catalogue

### Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Educated at Degree level or the ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary professional knowledge and skills in a similar or number of different specialist roles.	A & C
E2	An excellent working and technical knowledge (plugin development, integrations, etc.) of Moodle VLE and Echo360 and auxiliary tools.	A,B & C
E3	Knowledge of Linux command line development tools and administration.	A,B & C
E4	Knowledge of up-to-date development methodologies including Agile, version control best practice, test driven development, continuous integration and change control.	A & C
E5	Experience with PHP, CSS, JavaScript, NodeJS and jQuery (E) (Python desirable).	A,B & C
E6	Experience in implementing REST APIs and designing REST based APIs.	A & C
E7	Ability to communicate complex technological information/issues across a wide range of audiences with differing technological know-how (written and verbally).	A & C
E8	Self-motivation, the ability to work under pressure and to work effectively as part of a team.	A & C
E9	The ability to quickly learn new skills, solve problems and deliver quality solutions.	A & C
E10	Good documentation skills.	A & C
E11	Well-developed interpersonal and communication skills required for project & teamwork, user support & collaboration.	A & C
E12	Experience of providing user support whilst demonstrating outstanding customer service skills.	A & C
E13	Analytical, diagnostic, and problem-solving skills.	A & C

Desirable Criterion No.	Desirable Criterion Description	Measured by
D1	PRINCE2 foundation or equivalent.	A & C
D2	ITIL4 foundation or equivalent.	A & C
D3	Development experience within a HEI environment.	A & C
D4	Working knowledge of Azure cloud environments	A & C
D5	Demonstrably active in the Moodle and/or other e-learning communities.	A & C