

## Candidate Information

<b>Position:</b>	Analyst Programmer
<b>School/Department:</b>	IT Systems and Services
<b>Reference:</b>	21/108566
<b>Closing Date:</b>	Monday 1 February 2021
<b>Salary:</b>	£33,797 - £40,322 per annum
<b>Anticipated Interview Date:</b>	Friday 26 February 2021

### **JOB PURPOSE:**

To assist in the implementation, development, administration and support of the University's central computing services.

### **MAJOR DUTIES:**

1. Work as part of a team to identify, develop and implement computer systems and solutions to support the University's business functions, including education, research and administration.
2. Use appropriate technologies and applications to ensure the continuity, performance and security of the University's central computing services.
3. Design and deliver specialist IT solutions to ensure high levels of service quality and effectiveness.
4. Work within teams – which may be cross-functional - to ensure the delivery of a high quality, integrated set of services to users. Lead teams engaged in projects as required.
5. Adopt a proactive approach to the identification and resolution of potential problem areas.
6. Adopt a proactive approach to the identification of opportunities for developing business solutions and service enhancements to meet the needs of colleagues and end users.
7. Ensure the effective maintenance of information and documentation, e.g. systems specifications, disaster recovery plans, user documentation, maintenance schedules and computer programs.
8. Specify, install, support and maintain computer systems and applications.
9. Contribute to the development and monitoring of divisional and team strategy and plans. Maintain an awareness of relevant University strategies and plans.
10. Collect, analyse and present reports and results to inform decision making within relevant areas.
11. Provide specialist/professional advice, information and assistance to users – either directly or through the Helpdesk – to resolve problems and to maximise service quality, efficiency and continuity.
12. Must be willing to undertake support, installation and development work outside of 'normal' working hours, possibly on a rota/shift
13. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

### **Planning and Organising:**

1. Plan own work over the short to medium term with an awareness of longer term issues, in response to manager's general instructions.
2. Contribute to larger projects as part of a project team.
3. Contribute to the planning and organisation of service changes with regard to their impact on the business of the University
4. Develop appropriate work schedules in order to meet targets and/or turnaround times.

### **Resource Management Responsibilities:**

1. Assist in the planning of resources within the area of responsibility to ensure that they are effectively managed and monitored.
2. Advise on the cost/benefit of new and existing technologies.
3. Assume delegated responsibilities as appropriate.
4. Manage/supervise staff where appropriate; monitoring and supporting the performance management and development of staff to ensure that individual contributions are maximised.

**Internal and External Relationships:**

1. Attend internal and external meetings to ensure that relevant issues are appropriately represented and reported.
2. Liaise with key contacts to ensure appropriate integration, collaboration and understanding.
3. Liaise with external suppliers, consultants and other third parties

**ESSENTIAL CRITERIA:**

1. \* Degree or higher degree or equivalent in Computer Science or other related discipline;  
\* Or; Degree or higher degree in any discipline combined with 5 years relevant professional experience in an IT systems or support role  
\* Or; HND or equivalent in Computer Science or other related discipline combined with 5 years relevant professional experience in an IT systems or support role
2. \* Three years relevant professional experience in a systems or IT support role.
3. As outlined above, applicants without a degree-level qualification in Computer Science etc. must have five years relevant professional experience.
4. Must demonstrate a good working knowledge and practical experience of operating systems, desktop services and system builds.
5. Must demonstrate ability to follow argument logically.
6. Must demonstrate strong reasoning ability.
7. Must demonstrate ability to communicate technical information with clarity and effectiveness.
8. Must demonstrate ability to communicate effectively with colleagues and non-technical users to include all grades of staff throughout the University.
9. Must show initiative and enthusiasm.
10. Able to prioritise own work to meet deadlines.
11. Must be able to work both within a team and independently.
12. Commitment to post.
13. Able to respond flexibly to meet changing client requirements.
14. Keen to learn further relevant systems and application skills.
15. Keen to learn and undertake suitable training in relevant programming languages and methods.
16. Must be willing to provide cover, as required, during critical periods and over some holiday periods as required in accordance with the needs of the Service.
17. Must be willing to undertake support, installation and development work outside of 'normal' working hours, possibly on a rota/shift basis.
18. Must be able to carry out physical device installation, cabling and support duties.

**DESIRABLE CRITERIA:**

1. Microsoft Certified System Administrator (MCSA) or Microsoft Certified System Engineer (MCSE).
2. BCS Professional / Chartered Membership or equivalent.
3. Hold or be about to obtain relevant professional qualification.
4. Working knowledge of any of the following: - Windows (Server), Active Directory.
5. Ability to demonstrate practical experience with 1 or more recognised client management solutions:  
Eg Symantec Ghost, KACE.
6. Evidence of self-training or self-directed learning.
7. Proven diagnostic skills.