

JOB DESCRIPTION

Job Title: Software Engineer

Grade: K

Responsible to: Solution Delivery Manager

Job Purpose:

The Software Engineer position requires strong business skills and would be responsible for reviewing, analysing and occasionally modifying systems including coding, testing, debugging and installing to support applications. The role will also include the support and maintenance of core business systems and databases. The applicant will need to be bright, imaginative, and capable technologist with good communication and customer engagement skills who can develop and enhance existing business process by applying technical solutions.

To provide professional expertise and skills in the planning, implementation and support of delivered IT Services.

Main Duties and Responsibilities:

To design, develop and test bespoke solutions and to support the implementation of Off-The-Shelf systems.

To ensure delivered IT Services are maintained to the required level, including updates, backups and business continuity processes.

To ensure the implementation, configuration and documentation of specialist tools, applications and equipment is accomplished to a high standard.

To assist in the provision of usable monitoring and capacity planning solutions to ensure IT Services are fit for purpose.

To assist the Solution Delivery Manager in creating and delivering a continuous improvement programme for enterprise systems management.

To implement, configure, maintain and support the use of specialist software tools, applications, equipment and resources in the area of the solution delivery and related technologies.

To liaise with suppliers concerning the resolution of reported faults, the implementation of vendor updates and products and to advise Solution Delivery Manager of vendor roadmaps.

To assist the Solution Delivery Manager in developing and implementing quality assurance monitoring programmes.

To assist the Solution Delivery Manager in keeping IT Services secure and stable and accurately documented throughout the life cycle of related services.

To undertake any other duties as required by the IT Services Management Team.

To participate in the planning for inception and handover of IT Services and systems to the Service Operation Team.

To advise the Solution Delivery Manager of the products, resources and technical processes needed to accept new and maintain existing systems in order to meet the agreed operational plan and service levels.

To advise the Solution Delivery Manager on suitable current products within the commercial market place to meet identified needs, to identify gaps that the commercial marketplace cannot fill and to offer alternative solutions to a market approach as needed.

To advise the Solution Delivery Manager on the relevance and suitability of emerging IT Service standards to Falmouth Exeter Plus and its partners.

To determine the needs of business processes and the needs of planned developments within the environment, and how best to deploy products and systems to meet those needs.

The post holder will be expected to undertake the duties as part of an integrated support team and will be expected to adopt priorities and engage in activities which promote the effective working of the whole team.

The post holder will be expected to liaise with colleagues within the department, members of the organization and its partners, with hardware, software and service suppliers as appropriate and with colleagues in other institutions and related organisations.

It is expected that the duties will be performed in the light of the relevant activities in Higher Education generally. The post holder will be expected to be aware of the activities and initiatives being formulated nationally within the relevant specialist area and will be expected to take part in such activities should they be relevant to and of benefit to the work being undertaken locally.

To maintain the relevant level of professional expertise and qualifications to discharge the duties of a professional specialist and to agree with the team manager on a relevant professional development programme

There may be a requirement to work varying core hours, or on occasion to work outside normal hours, to ensure that service commitments are met.

To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

To participate in the Annual Performance Development Review Process.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

Working with the Health and Safety at Work Act, the post holder has a legal duty to take reasonable care for Health and Safety for both themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level or responsibility.

PERSON SPECIFICATION

Post Title: Software Engineer

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	A degree level education or equivalent relevant demonstrable experience.	
Experience / Knowledge	<p>Significant experience of working in a support environment with a professional, customer-orientated approach to service delivery.</p> <p>Demonstrable experience of programming and software management.</p> <p>A minimum of 3 of the following:</p> <ul style="list-style-type: none"> • Demonstrable experience of Microsoft Server (2010/2012) administration. • General understanding of enterprise level server and storage hardware including its management and support. • An understanding of the issues involved in operating in a mixed Linux/Windows/Mac environment. • MS SQL Server 2008R2/2012 database design and implementation. • C#/VB.Net application development (web forms/MVC). • Html5/Cascading Style Sheets (including responsive design). • Automated testing e.g. NUnit. • Web service development – SOAP, REST, JSON/XML. • MS SQL Server Reporting Services – report development. • MS SQL Server Integration Services – package development. 	<p>Microsoft Certification.</p> <p>Experience of Delivering solutions using Agile project management methodologies.</p> <p>iOS/Android App development.</p> <p>Support, upgrade and maintenance of Trent, Agresso, Scientia and other core business systems.</p> <p>Experience of systems administration of Microsoft Windows Server.</p>

	<p>Knowledge of ITIL.</p> <p>Performing system updates and patching.</p>	
Skills / Personal Requirements	<p>Ability to communicate effectively at all levels of an organisation and with different levels of knowledge.</p> <p>Ability to fully plan and own technical projects and have significant input to planning of major infrastructure projects.</p> <p>Ability to project capacity requirements for systems, to forecast shortfalls and to make appropriate recommendations to rectify capacity issues.</p> <p>Good fault diagnosis and troubleshooting skills with logical and pragmatic thought processes and the drive to proactively follow problems through to resolution.</p> <p>Ability to quickly gain an understanding of the hosting and support needs of unfamiliar, existing applications and services.</p> <p>Methodical, calm and clear-thinker.</p> <p>Ability to clearly identify and understand customer needs and service implications.</p> <p>Confidence to challenge existing work practices; to produce options and proposals; to strive to make improvements; participate in or lead constructive technical discussions.</p> <p>Able to work as part of a team and to collaborate effectively with other technical specialists in the Windows Server and network arena and other areas.</p> <p>Ability to thoroughly document all outputs; to review and improve existing documentation.</p> <p>Eagerness to research current market place and keep up to date with developments.</p>	