Business Systems Junior Developer

<table>
<thead>
<tr>
<th>Job Reference:</th>
<th>9151</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>IT and Information Services</td>
</tr>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 6</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>35 per week (Full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>New Cross, London</td>
</tr>
</tbody>
</table>

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We’re looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

Passionate about advancing equality and celebrating diversity. Together, we are different.
The Department of IT & Information Services (IT&IS) is responsible for providing a wide range of integrated services to support the learning and teaching, research and administrative work of the University. The Department plays a key role in ensuring that staff and students are provided with excellent facilities and high quality support services, to enhance their experience of working and studying at Goldsmiths. The Department also plays a vital role in developing and supporting the College’s major business systems, ensuring the effective use of digital technologies and enabling Goldsmiths to meet the issues and challenges facing universities in an increasingly competitive and demanding environment.

Guided by the IT&IS Strategy, the University has recently invested significantly in its IT infrastructure, security, systems and services and continues to do so. There are exciting projects and development programmes in service management, infrastructure, data management and business systems currently underway and planned for the future.

**Job description**

Reporting to: Application Delivery Manager

**Summary:**
The Business Systems Junior Developer will administer and contribute to the support and development of the University’s Business Systems Portfolio and work towards the objectives within the Business Systems Strategic Plan. They will be taking responsibility for configuration, security, compliance and maintenance and ensuring that the performance and capacity of the Business Systems meets the University’s current and future needs in a cost effective manner. On a daily basis they will be supporting the day-to-day operation of the technology, ensuring that IT Service teams are able to provide a professional and effective service, by sharing technical expertise and providing support for the delivery of services.

**Main duties:**
**Business Systems Development:**

- Acquire detailed knowledge and understanding of how the Business Systems support the University processes,
- Assist the Business Systems Team in ensuring that context of problems and developments are clear and understood
- Prepare operational procedures and documentation
- Provide input to the team on how system functionality can be used when discussing options for systems enhancements and resolving issues
- Assist in developing the Business Systems according to the approved specified plan whilst using and maintaining the recommend tools, systems and process required
- Carry out robust testing in accordance to specified test plans, scripts, issues and results are well documented

**Service Operation:**

- Follow all Service Management procedures, specifically Incident, Change and Problem Management. This will include initial trouble shooting of Incidents and Problems and where possible provide an appropriate resolution
- Own 2nd/3rd Incidents and Service requests end to end and ensure accurate and timely updates are maintained
- Ensure that all work is logged, allocated and prioritised using the corporate ITSM system and provide timely and efficient resolution
- Consult with vendors to resolve incidents that are beyond the technical scope of the Business Systems team
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- Communicate any information security issues effectively to the Information Security Officer and Business Systems Management team
- Contribute to the objectives within the Business Systems Strategic Plan

**Learning & Development:**

- Undertake continuous personal and professional development, through effective use of the University’s PDR scheme and staff development opportunities provided at organisational, department, team and individual levels.
• Attend relevant training courses to enhance and develop your understanding of new technologies, IT principles and working practices
• Develop and maintain knowledge of the Business Systems and its underlying technology, for example, reading relevant literature and being aware of vendor roadmaps.

General:
• Conduct all financial and compliance matters associated with the role in accordance with the University’s policies and procedures, as laid down in the Financial Regulations.
• You will be required to undertake any other duties as may reasonably be required.
• Ensure that you are aware of and aligned with Goldsmiths’ Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
• At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths’ Health and Safety Codes of Practice and Policy
• Attend and participate in relevant meetings with business users and Business Systems Management team as required

Main relationships:
• Application Delivery Manager
• Head of Business Systems
• Data Management and Integration Team
• Infrastructure Services team
• Information Security Manager
• Service Desk and Field Services Team

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria.
The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

- **A** = Application form
- **C** = Certificate
- **I** = Interview
- **R** = Reference
- **T** = Test
- **P** = Presentation

<table>
<thead>
<tr>
<th>Essential Criteria 1 – Qualifications</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educated to bachelor degree level, holds relevant professional qualification or equivalent experience.</td>
<td>A, C</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Desirable Criteria 1 – Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holds (or working towards) an ITIL (Version 3 or later) Foundation Level Qualification</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Essential Criteria 2 – Experience</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrable experience in Business Systems support and administration</td>
<td>A, I</td>
</tr>
<tr>
<td>Good knowledge of development methodologies and continuous service improvements</td>
<td>A, I</td>
</tr>
<tr>
<td>Proficient in working within a service management framework (For example ITIL), primarily focusing on Incident, Problem and Change Management.</td>
<td>A, I</td>
</tr>
<tr>
<td>Proficient in writing documentation including, process maps, technical documentation &amp; user guides for technical and non-technical audiences</td>
<td>A, I</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Desirable Criteria 2 – Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous experience of working in a Higher Education environment</td>
</tr>
<tr>
<td>Proficient in software development, build and deployment practices</td>
</tr>
<tr>
<td>Proficient of Project Management and Business Analysis techniques (e.g. PRINCE 2, Agile and Business processing diagramming)</td>
</tr>
<tr>
<td>Proficient in Test Management Techniques Principles, methods and techniques</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Essential Criteria 3 – Knowledge</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic knowledge of software development practices and the operational requirements and challenges of supporting applications</td>
<td>A, I</td>
</tr>
<tr>
<td>Knowledge of how to manage incident and problem tickets.</td>
<td>A, I</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Desirable Criteria 3 – Knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proficient and expertise in the use of one or more programming languages stated below: SQL, SSRS, Windows PowerShell, PHP, ASP.Net, C#</td>
</tr>
</tbody>
</table>
Familiar with the Data Protection Act and GDPR

Experience of executing small scale projects or sub-projects alone or within small teams, actively participating in all phases. Informing decisions, which influence the success of larger projects and team objectives.

**Essential Criteria 4 – Skills**

- Ability to promote and maintain high standards of professionalism through personal conduct, use of appropriate procedures and compliance with university standards.
- Ability to consult and communicate clearly and effectively (orally and written) and develop positive working relationships internally and externally.
- Ability to analyse situations and problems, able to develop and present reasoned course of action.
- Has a customer focused approach to service delivery and operations.
- Ability to work as part of a team or independently and to achieve common goals.
- Strong organisational skills and ability to manage multiple priorities to meet demanding deadlines.
- Willing to be flexible in response to the changing needs of the role and university.
- Ability to deal with confidential and sensitive information and data with tact and discretion.

**Desirable Criteria 4 – Skills**

- Ability to present detailed information in a meaningful way to a wide variety of people.

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

February, 2020

**Summary of Benefits**

If you choose to work with us, you’ll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.
You’ll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities and gym
- Access to University of London facilities such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.