

Business Systems Developer

Job Reference:	8797
Department:	IT and Information Services
Grade/ Salary:	Grade 7
Contract Type:	Permanent
Hours:	35 per week (Full time)
Location:	New Cross, London

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



Together
we are different

Department of IT and Information Services

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: Business Systems Team Leader

Summary:

The Business Systems Developer will contribute to the development and implementation of the Business Systems Strategic Plan. By using ITIL principles of Service Management they will support all aspects of the Business Systems development lifecycle and provide 2nd/3rd tier support.

Main duties:

The Business Systems Developer will be involved in all aspects of software development and will be developing new and amended software components, from supplied specifications in accordance to the development and security standards and processes.

Business Systems Development:

- Provide technical expertise in development projects that University's objectives and strategic plan
- Acquire detailed knowledge and understanding of the University processes that the Business Systems portfolio support
- Maintain systems and processes which are used for planning, tracking and verifying project deliverables
- Ensure that context of problems and developments are understood and that an adequate options appraisal is conducted and presented appropriately
- Create clear defined work packages and technical documentation
- Develop the Business Systems according to the approved specified plan whilst using the recommend tools required
- Carry out robust testing in accordance to specified test plans, scripts, issues and results are well documented
- Liaise with the appropriate business users in all aspects of the development project
- Conduct post implementation reviews to ensure the development projects have been successfully applied

Service Operation:

- Follow all Service Management procedures, this includes Incident, Change and Problem Management
- Own 2nd/3rd Incidents and Service requests end to end and ensure accurate and timely updates are maintained in the corporate ITSM system
- Work with the IT&IS service desk to improve the Incident Management Process and provide the necessary tools, documentation, and training
- Ensure that all work is logged, allocated and prioritised using the corporate ITSM system and provide timely and efficient resolution to all Service Management procedures
- Consult with vendors to resolve incidents that are beyond the technical scope of the Business Systems team
- Contribute to service improvement projects across the Business Systems Portfolio and highlight potential problems and suggesting solutions to ensure continuity of service delivery

- Regularly update the Business Systems in regards to upgrades, patches and ensure that the system software is properly analysed, installed and thoroughly tested
- Use appropriate monitoring tools to perform routine database and infrastructure checks and ensure back up and restoration of databases are monitored. Liaise with Infrastructure colleagues to assist where appropriate
- Use database management tools to collect routine database performance statistics and create reports, including proposals for improvement
- Communicate any information security issues effectively to the Information Security Officer and Business Systems Management team
- Stay informed of security notifications and software patches and work with staff in IT&IS to ensure that the Business Systems portfolio is kept secure and security risks are minimised
- Assist the Head of Data Management and Integration on any incident, problem or development projects that impacts any of the Business Systems

Learning & Development:

- Adhere to the Personal Development Review Process (PDR), keep it up to-date and ensure any objectives that have been defined are completed to a satisfactory standard
- Develop and maintain knowledge of the Business Systems and its underlying technology, for example, reading relevant literature, being aware of vendor roadmaps attending conferences and seminars and through taking an active part in appropriate professional and trade bodies
- Attend and seek relevant training courses to enhance and develop your understanding of new technologies, IT principles and working practices

General:

- Attend and participate in relevant meetings with business users and Business Systems Management team as required
- Represent Goldsmiths at User Group meetings and seminars at local, regional and national events, and take part in online User Forums as appropriate to keep up to date with sector, other HEIs' and system developments.
- Undertake any other duties as may reasonably be required
- Be 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

Main relationships:

- Business Systems Team Leader
- Head of Business Systems
- Head of Data Management and Integration
- Head of Infrastructure Services and direct reports
- Associate Director, IT Service Operations
- Business Service Owners, Service Owners, Business and Service Operations Managers
- Information Security Manager
- Service Support Manager, Service Desk and Field Services
- Key Super users across the organisation and other departments as required
- Outside vendors of key infrastructure technology and services

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 this 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

	Category
Essential Criteria 1 – Qualifications	
Educated to bachelor degree level or equivalent experience	A, C
Desirable Criteria 1 – Qualifications	
Holds (or working towards) an ITIL (Version 3 or later) Foundation Level Qualification	A, C
Professional project management qualification (e.g. PRINCE2 foundation or equivalent)	A, C
Essential Criteria 2 – Experience	
Proficient in developing and supporting one or more of the following: Unit-E (Capita) Scientia Microsoft Dynamics	A,I
Proficient in working within a service management framework such as ITIL	A,I
Proficient in writing documentation including, process maps, technical documentation & user guides for technical and non-technical audiences	A,I
Proficient experience of 2 nd /3 rd tier IT support	A,I
Proficient in software development, build and deployment practices	A,I
Desirable Criteria 2 – Experience	
Previous experience of working in a Higher Education environment	A
Proficient of Project Management and Business Analysis techniques (e.g. PRINCE 2, Agile and Business processing diagramming)	A,I
Proficient in Test Management Techniques Principles, methods and techniques	A,I
Proficient in working on strategic development projects	A,I
Essential Criteria 3 – Knowledge	
Proficient knowledge of software development practices and the operational requirements and challenges of supporting strategic Business Systems	A,I
Proficient and expertise in the use of one or more programming languages stated below: SQL, SSRS, Windows PowerShell, PHP, ASP.Net, C#	A,I
Proficient knowledge of relational database design	A,I
Proficient knowledge of the IT/IS infrastructure and the IT applications and service processes	A,I
Desirable Criteria 3 – Knowledge	
Proficient and expertise in the use of one or more programming languages stated below: Bash, Perl, C/C++, Ruby, Python, Chef/Puppet, JavaScript	A,I
Familiar with the Data Protection Act and GDPR	A,I
Familiar with network architectures and technologies	A,I
Familiar with DevOps and the Software Development Lifecycle (Agile / Waterfall)	A,I

Essential Criteria 4 – Skills	
Technical competence in analytical, problem solving and solution design.	A,I,R
High motivation towards providing an excellent service and have a positive approach and willingness to be involved in enhancing IT&IS services	A,I,R
Able to work under pressure in a business critical service environment	A,I,R
Strong organisational skills and ability to manage multiple priorities to meet demanding deadlines	A,I,R
Willing to be flexible in response to the changing needs of the role and university	A,I
Ability to convey in both written and oral form technical and complex information in a clear and effective manner to staff at all levels with varying degrees of interest and skills including non-technical colleagues	A,I,R
Ability to work within a close knit team while still being able to work autonomously	A,I,R
Ability to deal with confidential and sensitive information and data with tact and discretion	A,I,R
To be committed to the professional development of self and team members	A,I,R

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.

June, 2018

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.