

## System Integration Specialist

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|-----------------------|----------------------------------|
| <b>Job Reference:</b> | 9063                             |
| <b>Department:</b>    | IT&IS                            |
| <b>Grade/ Salary:</b> | Grade 7, £39,306.20 - £43,783.32 |
| <b>Contract Type:</b> | Permanent                        |
| <b>Hours:</b>         | 35 per week (Full-time)          |
| <b>Location:</b>      | New Cross, London                |

Closing date for applications: **29<sup>th</sup> Jan 2021**

Interviews: **Week commencing 8<sup>th</sup> Feb 2021**

### Goldsmiths

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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 Department of IT and Information Services**

1 Goldsmiths, University of London, New Cross, London, SE14 6NW

The Department of IT & Information Services (IT&IS) is responsible for providing a wide range of Data Management and 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 exciting projects and development programmes in service management, infrastructure, data management and business systems currently underway and planned for the future.

## **Job description**

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### **Summary:**

Reporting to the Head of Data Management and Integration the role holder will be the technical lead for Data Management and Integration (DM&I) initiatives across the University, to ensure that systems are able to meet the operational and compliance requirements and the growing demand for Management Information and Business Intelligence. This individual will have a diversified background of data management and integration experience, API (Application Programming Interface), EDI (Electronic Data Interchange), MDM (Master Data Management), an administrative role in Microsoft 365 services including Dynamics CRM, and a good understanding of cloud computing platform such as Azure with solutions including Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS). The role needs to demonstrate project management acumen, plus a superior, service-oriented approach to system integration management.

### **Main duties:**

- As a member of the Data Management and Integration team, executes the Infrastructure & Operations (I&O) strategy and ensures its alignment with the enterprise's IT and business strategy and the delivery of capabilities required to achieve business success.
- From an understanding of current and future demands, contributes to the development of the strategy for IT&IS data management and integration (including

both structured and unstructured data), that supports the expansion and secure operation of existing and new information and digital services.

- Design and build data architecture, data modelling, integration components and interfaces (Cloud Platforms – iPaaS – SaaS – On Premise: API, EDI, MDM, Workflow).
- Develop and maintain documentation to identify and define processes or procedures across the Data Management and Integration service lifecycle (including the development lifecycle) in the areas of systems integration and testing, ensure that practitioners adhere to them.
- Work with virtual teams to coordinate the development, and implementation of information systems and services in close liaison with those responsible for management and strategy.
- Promote the benefits of addressing all security issues during solution development and ensure secure development improvement practices.
- Maintain an awareness of the needs of the organisation, and promote (to both IT & information systems and University management) the benefits that a common approach to information and communications technology deployment will bring to the business as a whole.
- Contribute to decisions about tools, methods and approaches to the organisation's strategy for managing system integration and the policies, standards, procedures and methods necessary to implement the strategy ensuring conformance to these standards.
- Provide expert advice and guidance ensuring that system integration principles are applied, requirements are defined and rigorous testing is applied.
- Lead practical technical integration work under the direction of the service owner and contribute to the overall design of the service.
- Provides mentoring and assistance to Business System Support Developers and develops a deep understanding of the data, its use, and the structure of both source and target systems.
- Take shared responsibility for planning effective data storage, security, sharing and publishing within the organisation.
- Plan, establish and manage processes to access and independently validate information from multiple sources, on a regular and consistent basis.
- Monitor integration and database activity and resource usage. Report on the results of each integration.
- Optimise integration and system performance and escalates problems with Service Owners (SO), Service Operation Managers (SOM) and Business Service Operation Managers (BSOM) as appropriate.

- Maintain a good knowledge of own organisation's policy framework, management structures and reporting procedures for all aspects of the software development environment and related activities.
- Develop a comprehensive understanding of the business aspects of the applications supported, and a thorough knowledge of technical aspects of the application systems and the hardware and software environments in which they run.
- 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.

## **Main relationships:**

- Head of Data Management and Integration Services and direct reports
- Associate Director, IT Service Delivery and Operations
- CIO and Associate Director, Service Strategy & Planning
- Business Service Owners, Service Owners, Service Operations Managers  
Information Security Manager
- Direct reports to this role responsible for the various infrastructure platforms
- Head of Business Systems and associated development groups
- Service Support Manager, Service Desk and Field Services
- Data owners and stewards across the organisation and other departments as required
- Roles reporting to Associate Director, Service Strategy & Planning such as Business Relationship Managers, Project Managers and Information Security Manager
- Estates, Strategic Project Office and other departments as required
- Outside vendors of key infrastructure technology and services

## **Person Specification**

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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**

|   | <b>Category</b> |
|---|-----------------|
| <b>Essential Criteria 1 - Qualifications</b>  |                 |
| Educated to bachelor degree level, holds relevant professional qualification or equivalent experience and may have a postgraduate qualification, or other appropriate business, engineering, scientific or industry qualification   | A, C, I         |
| <b>Desirable Criteria 1 - Qualifications</b>  |                 |
| Web Services<br>Dell Boomi Integration Architect / Master Data Management and Integration<br>Quest One Identity Manager Certification<br>Cloud Computing – Foundation Certificate<br>Microsoft Certified Solutions Expert:<br>Data Management and Integration and Analytics<br>Cloud Platform and Infrastructure<br>Productivity<br>Business Applications<br>IT Security Leadership and Management<br>Certificate in PRINCE2 / ITIL | A, C            |
| <b>Essential Criteria 2 - Experience</b>  |                 |
| Proven experience with enterprise integration tools, middleware technologies, and application and data integration patterns including ESB, MOM, JMS, SOAP/REST APIs, web services, databases, ETL and working with Electronic Data Interchange (EDI) via Value Added Network (VAN).   | A, I, R         |

|  |         |
|--|---------|
| Proven experience implementing services oriented architecture design and enabling technologies including messaging, XML, JSON, web services  | A, I, R |
| Experience with SQL-based programming languages  | A, I, R |
| Experience implementing Web Services (REST or SOAP) with SaaS-based applications   | A, P, R |
| Experience working collaboratively as part of a virtual team to achieve a common goal.   | A, I, P |
| <b>Desirable Criteria 2 - Experience</b>   |         |
| Solid understanding of information management, data modeling, system integration, development methodologies (including unit testing) and web technologies.   | A, I    |
| Experience of data and management information in a Higher Education environment  | A, I    |
| Worked in and developed integrations using agile methodology   | A, I    |
| Experience using tools and techniques which assist in creating a logical entity model and/ or generating a physical database. Examples, but not limited to: Oracle Designer and data flow diagrams                 | A, I    |
| <b>Essential Criteria 3 – Knowledge</b>  |         |
| General knowledge of common business systems (Student Records System (SRS) and processes (Enrollment, etc.)  | A, I, R |
| At least one of the below currently adopted technologies:<br>Dell BOOMI,<br>Quest One Identity<br>Azure Identity Access Management<br>Microsoft O365 / Cloud Services  | A, I, R |
| Technical knowledge in integration components and interfaces and the configuration of software, other system components and equipment for the systems testing of platform specific versions of software products.  | A, I, R |
| Familiar with the management of the processes, systems and functions to package, build, test and deploy changes and updates which are bounded as "releases" into the "pre-production" or "production" environment. | A, I    |
| <b>Desirable Criteria 3 - Knowledge</b>  |         |
| General knowledge of key application infrastructure components such as VMware, storage (NAS, SAN, SMB), Java JVM, networking (firewall, load balancing, proxies)   | A, I    |
| Familiar with the system or method for the management of quality within the employing organisation's Information Technology practices, including quality planning, assurance and control.                          | A, I    |

|   |         |
|---|---------|
| Knowledge on the purpose and composition of a service level agreement (SLA); the relationship between an SLA, an OLA and an underpinning contract for the supply of services.   | A, I    |
| <b>Essential Criteria 4 - Skills</b>  |         |
| Excellent communication skills; strong analytical skills and a demonstrable bias toward action.   | A, I, R |
| Ability to deal with ambiguity and thrive in a rapidly changing business environment.   | A, I    |
| Strong organisational skills, the ability to perform under pressure and management of multiple priorities with competing demands for resources  | A, I, P |
| Proactive in anticipating opportunities for systems, service and product improvement or development and taking appropriate action(s)  | A, I, P |
| Understands the needs of the internal and external customers and keeps this in mind and taking actions  | A, I, P |
| Proficient in testing techniques used to plan and execute software tests of all application components (functional and non-functional)  | A, I, P |
| Ability to write clear reports which can be accessible and persuasive to the business.  | A, I    |
| Ability to harvest, clean, curate, manage, process and manipulate data in a variety of formats.   | A, I, R |
| Ability to identify gaps in the available information required to understand a problem or situation and devising a means of resolving them.   | A, I    |
| <b>Desirable Criteria 4 - Skills</b>  |         |
| Aware of the frameworks and principles on which networks, systems, equipment and resources are based both on premises and cloud based   | A, I    |
| Proficient in Software tools which automate or assist any part of the testing process across all or part of the testing lifecycle. Examples, but not limited to: debugging tools and load test tools                          | A, I    |
| Experience in providing a proof of concept or prototyping exercise to demonstrate or evaluate the feasibility and potential benefits of applying a particular technological business change in order to meet a business need. | A, I    |

**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.**

For more information about the role, please contact Alma Shala, tel 02082285611, e-mail [a.shala@gold.ac.uk](mailto:a.shala@gold.ac.uk).

**Dec 2019**

### **Summary of Benefits**

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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

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://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](mailto:hr@gold.ac.uk), or visit [www.gold.ac.uk/hr](http://www.gold.ac.uk/hr).

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