

OUR REWARD PRACTICES/ JOB DESCRIPTION: Analyst Programmer - KentVision

Date created:

Date created

Date updated:

Date updated

Generic role title:	Analyst Programmer
Job family:	Technical
Reference number:	CSF-067-19
Grade:	Grade 7
Salary Scale:	£34,804 to £40,322 <i>per annum</i>
Contract:	Ongoing Full time
School/Department:	Information Services, Student Systems Development Team (SSDT) - KentVision
Location:	University of Kent, Canterbury campus
Line manager¹:	Technical Lead - KentVision or their nominee
Immediate line reports:	N/A
Anticipated start date:	As soon as possible

Job purpose

The purpose of the Analyst Programmer role within the Student Systems Development Team (SSDT) - KentVision is to develop and support the University's student lifecycle systems as well as their associated reporting and interface requirements.

Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.

	Frequency
--	-----------

¹ Line Manager may be subject to change and will be confirmed in the employment contract issued to the successful candidate.

1.	Develop, maintain and provide support for student lifecycle systems to ensure reliable and accurate services are available.	Daily
Example duties:		
1.1	Interact with staff users of student lifecycle systems, providing them with advice, including technical problem solving and issue resolution or identifying and specifying where there is a need for system enhancements.	
1.2	Develop, implement and maintain student lifecycle systems by writing clear and coherent code within pre-defined programming structures and standards, adhering to time constraints and specification, using appropriate technologies.	
1.3	Test and implement code amendments and enhancements involving liaison with staff users to define testing scenarios to ensure that changes and developments are accepted (including test case and scenario documentation).	
2.	Understand requirements for new student lifecycle system requests to design technical solutions with estimated time scales for development and implementation to enable the effective prioritisation and scheduling of work within the team.	Frequency
		Weekly
Example duties:		
2.1	Undertake the analysis of user requirements and processes in order to facilitate the design, implementation and on-going support of developed systems and services (including technical and user documentation).	
2.2	Use modelling techniques to document business processes and workflows as specified by the business owners and key system stakeholders.	
2.3	Take an active part in the planning and specification of projects for the implementation of new features of the various student lifecycle systems.	
2.4	Liaise with Business Analysts within the team as well as key stakeholders within the business to understand their requirements and accommodate changing and emerging requirements throughout the duration of a development project.	
3.	Provide support to the Academic Division on day to day use of student lifecycle systems to ensure key business processes can be completed within the required time critical periods.	Frequency
		Daily
Example duties:		
3.1	Respond to complex queries which have been referred by the Information Services Helpdesk, escalating problems as appropriate.	
3.2	Support colleagues within the Academic Division to demonstrate and train users on student lifecycle systems, either bespoke systems written in house, or those bought as third-party solutions.	
		Frequency

4.	Participate in the planning of future services, undertaking research and providing advice on strategies and solutions, considering both functionality and security of delivered services to assess their effect on the University Infrastructure. Choose	Monthly
Example duties:		
4.1	Participate in external networks for the purpose of disseminating best practice, building relationships and promoting professional development.	
4.2	Keep abreast of changes in University administration with particular regard to how such changes may affect student lifecycle systems and thus identify any ramifications for developers.	

Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/ communicates with on a regular basis, and for what purpose.

Internal: Proactively build relationships with key University staff, specifically within the Academic Division, Information Services and other professional service departments to support and develop student lifecycle systems, and in order to support live services, representing the Kent Vision Programme, and the Student Systems Development Team on working groups and in meetings.

External: Communicate with third-party software providers, obtaining support for existing systems and co-ordinating new developments. Engage and collaborate with other institutions, national groups and bodies, user groups, working groups representing the Programme and the University.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Repetitive limb movements
- Regular use of Screen Display Equipment
- Pressure to meet important deadlines

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Qualifications / training	Essential	Desirable	Assessed via*
Education to degree level or equivalent experience	✓		A
Formal technical training in relevant technologies and skills such as SQL, HTML, CSS or JavaScript		✓	A
ITIL (Version 3) accreditation		✓	A

Knowledge, skills and experience	Essential	Desirable	Assessed via*
Experience with software development and implementation lifecycle	✓		A, I
Knowledge of good development practices and coding standards including use of source code repositories	✓		A, I
Good working knowledge of relational database systems, architecture and products, especially MSSQL	✓		A, I
Knowledge of web programming and workflow logic concepts and HTML, CSS and JavaScript.	✓		A, I
Knowledge of data exchange processes between systems	✓		A, I
Experience of Tribal SITS toolsets, such as the Standard Reports and Letter (SRL) and associated entity configuration.		✓	A, I
Working knowledge of ETL, and reporting tools such as SSIS/SSRS		✓	A, I
Experience of investigating and resolving errors, bugs and other technical issues within large applications	✓		A, I
Experience with functional and non-functional (e.g. load, response time, security, etc.) testing of large systems.		✓	A, I
Familiarity with information modelling tools and techniques (manual or automated)		✓	A, I
Experience of project-related work		✓	A, I
Good working knowledge of Student Administration systems and processes		✓	A, I
Experience of working within higher education, student loan and/or financial aid industry		✓	A, I
Analytical and able to gather requirements and proactively solve problems	✓		I
Good diagnostic skills	✓		I
Self-motivated with good time management and organisational skills	✓		I
Excellent communication skills both written and verbal, including clear and effective presentation skills and the ability to document work thoroughly both on a technical level and for user consumption	✓		I
Ability to assimilate information quickly	✓		I
Good interpersonal skills and the ability to build relationships with cross functional teams and liaise with staff at all levels of the organisation	✓		I

Additional attributes	Essential	Desirable	Assessed via*
Self-motivated and proactive in solving problems. Clear organisational ability and the ability to deliver	✓		I
Commitment to maintaining and improving programming standards	✓		I
Can work well within a team environment	✓		I

Ability to provide solutions to problems within an IT environment and to advise users on queries	✓		
Commitment to continuing professional development and a willingness to use new technology	✓		I
A flexible and enthusiastic approach to work	✓		I

*Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview