OUR REWARD PRACTICES/
JOB DESCRIPTION:
Analyst Programmer

Generic role title:	Analyst Programmer
Job family:	Technical
Reference number:	CSF-019-19
Grade:	Grade 7
Salary Scale:	£34,189 - £39,609 per annum pro rata
Contract:	Fixed term for 18 months Full time
School/Department:	Information Services, Student Systems Development Team (SSDT)
Location:	University of Kent, Canterbury campus
Line manager:	SSDT Manager or their nominee
Immediate line reports:	N/A
Anticipated start date:	Asap

The Kent and Medway Medical School

Our vision for the Kent and Medway Medical School (KMMS) is to create a new medical school for Kent and Medway that becomes a beacon for first-class medical education and research. The School will attract the most talented aspiring doctors from within the local community and beyond, offering training and development opportunities that will help to keep that talent in Kent and Medway.

KMMS brings together the existing centres of excellence in health and medical education provided by the University of Kent and Canterbury Christ Church University and local healthcare organisations, to offer a new model of patient-focused medical education.

Lead by its Founding Dean, Professor Chris Holland, the School will open in **September 2020**, offering **100 undergraduate medical places** on a yearly basis. The five-year undergraduate programme will be taught at the Canterbury campuses of both university partners with medical placements within Primary, Community and Secondary Care across Kent and Medway.

The University of Kent is a leading academic institution. It was awarded a gold rating in the TEF and has an excellent track record in health training, research and innovation across a range of disciplines, including Biomedical Science, Pharmacy and the Social Sciences.

Canterbury Christ Church University has a significant portfolio of pre-registration healthcare programmes, underpinned by strong leadership, extensive relationships to support clinical placements, simulation facilities, and internationally recognised research promoting health and wellbeing.

Equality, Diversity and Inclusion

KMMS is committed to the fair treatment of all staff and students and ensuring that the learning and working environment are supportive and inclusive for all. Duties in the delivery of learning, teaching and supporting students and staff should be performed in a manner in keeping with the School's commitment to equality and diversity. KMMS will work towards attaining an appropriate Athena Swan.

Job purpose

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

By making changes reflecting the unique requirements of the Kent and Medway Medical School, the post holder will focus on developing existing systems to enable the effective management and administration of KMMS students.

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.	Develop, maintain and provide support for student lifecycle systems to ensure reliable and accurate services are available for KMMS students	Daily
Example duties:		
1.1	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.	
1.2	Test and implement code amendments and enhancements involving liaison with KMMS student administration colleagues to define testing scenarios to ensure that changes and developments are accepted (including test case and scenario documentation).	
1.3	Develop and support interface and reporting requirements from student lifecycle systems using appropriate methods and technologies including APIs, SSIS, Web Services and Reporting Services (including technical documentation).	

1.4	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.	
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*
		Daily

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 the key stakeholders to understand their needs and requirements and accommodate changing and emerging requirements throughout the duration of a development project.

3.	Provide support to student administration colleagues on day to day use of student lifecycle systems to ensure key business processes can be completed using available tools and on an appropriate timescale	*Frequency*
		Weekly

Example duties:

3.1	Respond to complex queries, which have been referred by colleagues, escalating problems as appropriate.
3.2	Work with KMMS and other partners to ensure developments are appropriately prioritised and meeting agreed requirements.
3.3	Support colleagues within student administration colleagues to demonstrate and train users on student lifecycle systems, either bespoke systems written in house, or those bought as third-party solutions.
3.4	Enable key activities within the student lifecycle, by preparing or updating systems for specific business processes, or by responding to time critical needs for changes.

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.	*Frequency*
		Weekly

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.
4.3	Ensure services and solutions developed for KMMS (by both Kent and Christ Church) are enabled by appropriate integrations with student administration systems.

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 Kent and Medway Medical School staff and across, professional service departments at both the partner universities, to support and develop student lifecycle systems. Represent the Student Systems Development Team on working groups and in meetings. Work closely with other members of the Student Systems Development Team, KMMS business analysts and with the KMMS IT Services lead and Learning technologist as well as the KMMS School Admin Manager and Dean.

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 KMMS and the Universities.

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

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 (for example SQL, Ingres, HTML, PHP, 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, T
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 and/or Ingres	✓		A, I, T
Knowledge of web programming and workflow logic concepts, eg; PHP, HTML, CSS	✓		A, I, T
Knowledge and experience of data exchange processes between systems	✓		A, I
PHP development experience, preferably in PHP5		✓	A, I
Working knowledge of Unix/Linux with experience in writing Unix/Linux scripts		✓	A, I, T
Working knowledge and experience of ETL tools such as SSIS		✓	A, I
Good working knowledge of reporting tools such as SSRS		✓	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
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

Additional attributes	Essential	Desirable	Assessed via*
Commitment to maintaining and improving programming standards, embracing new technology and continuing professional development	✓		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
Ability to work on own initiative, prioritising and managing time effectively	✓		I, T

Analytical, innovative and proactive problem solver with the ability to understand requirements and optimise existing resources at both institutions	✔		**I, T**
Resilient under pressure and willingness to embrace change	✔		**I**
Flexible, adaptable and able to manage conflicting priorities and demands	✔		**I**
A strong commitment to equality, diversity and inclusion	✔		**I**

*Criterion to be assessed via:

  A = application form or CV/cover letter

  I = interview questions

  T = test or presentation at interview