

**JOB DESCRIPTION**

**Job Title:** Application Support and Development Specialist

**School/Service:** IT Services

**Grade:**  E

**Campus:** Primarily working from home but may be asked to attend campus when required

**Responsible to:** SeniorApplication Support & Development Team Leader

**Liaison with:**  Staff, students and external organisations as required

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success. #BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 4 of its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of Universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**THE DEPARTMENT:**

UEL (University of East London) IT Services is a centralized resource working collaboratively with the University community to transform UEL's digital landscape in line with the University’s Vision 2028 strategic plan. Engaging in ground-breaking initiatives delivered within a dynamically developing cloud environment, IT Services work closely with staff, students, partners and other key stakeholders to identify technological enhancements to our learning and working environments. We implement, develop and provide support for systems and services within the university’s IT Service Portfolio.

Every member of staff will embrace the University’s values, ensuring their behaviour reflects the ethos of the University, one committed to building a learning community founded on equality of opportunity and celebrating the rich diversity of our student and staff populations.

**JOB PURPOSE:**

The role holder will be part of a multi-disciplinary team consisting of application specialists and delivery experts, adopting an agile approach to develop and support critical UEL business systems, including (but not limited to) the Student Information System, Finance, HR, Website, Timetabling, Virtual Learning Environment, MS Dynamics, SharePoint, and the Microsoft Power Platform, while actively contributing to the achievement of customer satisfaction and SLA/OLA targets.

The role is a mix of ensuring existing systems are running optimally, managing application lifecycles and ensuring ongoing development of environments are in line with defined application roadmaps. The role holder ensures all technical information, processes and procedures are documented effectively and kept up to date.

The role holder will contribute to the development and deployment of new, innovative, secure and robust technical solutions and improvements, placing a strong focus on user experience while collaborating on design decisions and may be required to represent the Team and its activities at working group level.

**MAIN DUTIES AND RESPONSIBILITIES:**

**Design, build, operation and support:**

* Assist in the installation, configuration and updating of operating systems and software in accordance with departmental standards.
* To respond to request fulfilment, Incidents, and problems for a large number of Enterprise applications, ensuring that official SLAs are met, if not exceeded
* To ensure software systems, procedures, and processes are effectively documented to agreed standards and kept up to date. This includes the production of technical and release management documentation.
* Undertake regular systems quality assurance activities to ensure systems meet internal quality standards and are running optimally.
* To communicate with external suppliers of software / hardware systems and other specialist teams within IT Services in relation to the delivery of application related projects.
* Supply service level reporting for all directly managed services.
* Support and maintain both commercial and tailored in-house developed solutions, appending security objects such as roles and logins as requested, ensuring that approved security procedures and standards are adhered to.
* Contribute to Security compliance of all Systems, to regularly audit security controls and proactively implement preventive measures.
* Contribute to the development and deployment of technical solutions and improvements, collaborating on design decisions. (using the Microsoft Power Platform or other relevant platforms or programming languages.)
* To adhere to ITIL Principles and Processes (i.e. Problem management, Change management, Service Transition etc.)
* To undertake any other duties commensurate with the grade as required by the Director/Associate Director/Head of Applications/Applications Team Lead and/or their delegated representative.

**Horizon scanning:**

* Evaluate and recommend approaches and technologies that will improve UEL IT Services
* Flexible working to support on‐call activities may be required.
* Travel between UEL University sites within the UK may be required as will wider UK travel to attend supplier and trade events.

**Collaboration:**

* **Team:** Work closely with all UEL IT Services staff in support of the departmental and university ambitions.
* **Stakeholder interaction:** Develop and or maintain relationships with key internal and external stakeholders, to both share service information, work collaboratively across Schools and Services.
* **Supplier Management:** Build and or maintain supplier relationships.

**PERSON SPECIFICATION**

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria;**

* A Degree level qualification in a relevant subject, or demonstrable and significant equivalent experience (A/C)

**Desirable criteria;**

* ITIL Foundation V3 (A/C)
* Experience of Microsoft Power Platform development

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria;**

* Proficient knowledge, skills and experience of the management, support, configuration, upgrade and enhancements of Enterprise Applications (A/I)
* Proven understanding of systems development lifecycle including analysis, build and testing (A/I)
* Knowledge of Standard Security principles both from a systems and network perspective (A/I)
* Experience of working and communicating with non-technical stakeholders (A/I)
* Knowledge of authentication and authorisation technologies (I/T)
* Good understanding of programming languages and concepts (A/I/T)
* Experience in working on the Microsoft Power Platform (A/CV)

**Desirable criteria;**

* Experience of contributing to system roadmaps and technical designs (A/I/T)
* Knowledge of Web services (REST; SOAP, Apache, Tomcat); JQuery, MySQL, Postgres SQL.
* Experience of business systems used to support higher education environments.
* Experience of working in an ITIL-driven environment and working knowledge of ITIL principles and processes (A/CV)

**PLANNING AND ORGANISING:**

**Essential criteria;**

* Skills and experience working within an agile environment (CV)
* Understanding of mainstream project management methodologies (Prince2, Agile). (CV)
* Experience of working in high pressure project environments, producing key deliverables within tight deadlines by effectively managing multiple priorities (A/I)
* Experience of planning, prioritising, and organising your own workload on a daily, weekly, or monthly basis, co-ordinating with others, ensuring customer needs and expectations are met (I)

**TEAMWORK AND MOTIVATION:**

**Essential criteria;**

* A positive team player who proactively supports activities and is confident to progress chase information (A/I)

**COMMUNICATION:**

**Essential criteria;**

* Must be able to demonstrate excellent communication skills including constructing and delivering presentations to senior stakeholders, conducting workshops and training activities (I)
* Must be able to show the ability to communicate complex technical information to non-technical staff (I)

**ANALYSIS AND RESEARCH:**

**Essential criteria;**

* Demonstrable record of accomplishment in the successful analysis, design, and programming of software systems (CV/I)
* Evidence of reports produced to a high standard for a range of differing audiences (A/I)

**INITIATIVE AND PROBLEM SOLVING:**

**Essential criteria;**

* Must be able to demonstrate extensive delivery of problem and issue management, facilitating solutions and risk mitigation activities (I)
* Highly self-motivated, resourceful and innovative with the ability to work proactively and take delegated tasks through to completion (A/I)

**PASTORAL CARE AND WELFARE:**

**Essential criteria;**

* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (I)

**Criteria tested by** **Key:**

A = Application form

C = Certification

P = Presentation

I = Interview

T = Test