Software Developer x 3

IT Services

Closing date: 10 December 2018

Interview date: 8 January 2019

Vacancy reference: 7178
INTRODUCTION

This is an exciting time to join our growing Enterprise Systems Team as a Software Developer. The Enterprise Systems Team develop and deliver innovative IT solutions that are fundamental to the delivery of outstanding teaching and learning and world class research undertaken at the University. You will do this working on a range of strategic projects, developing web applications and integrating business systems across all areas of the University’s activities.

This is a particularly interesting time in our development as we plan to move our applications and services into AWS. By joining as we design our approach, you’ll have the opportunity to influence its implementation and, (although you may not have direct experience of AWS), we’re keen to hear your ideas about how the range of services offered by AWS can be used to deliver innovative services.

We are committed to supporting our staff to learn new skills and as such would like to actively encourage applications from people who have the right attitude and aptitude even if you don’t think you can ‘tick-off’ every tool or technology we’ve listed in the job description.
Main purpose of the role

In this role you will integrate business systems and develop bespoke applications that provide staff and students with simple, but powerful tools that support the work of one of the top Universities in the UK. You will work on a wide range of systems involving all aspects of the University’s activity including finance, student support, teaching support and research.

Recent Projects the team has worked on include:

- Student and finance system integration with a new partner to support our new International Pathway College
- A new timetabling system for almost 20k staff and students
- A bespoke curriculum management system to manage course information
- A research management system support processes dealing with almost £65m of University income

You will work on a combination of projects involving brand new systems, improvements to existing services or their complete replacement where the programme of work is defined by the IT and University strategies. To be successful in this role you need to be able to quickly understand business processes so that you can design solutions that help to make the organisation as efficient as possible.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- To take a lead in the development and subsequent support of new IT systems and services, including developing associated management tools and utilities
- To carry out regular administration and maintenance of IT systems to ensure optimal performance
- To provide second line help, advice, and technical support for the team’s system integrations and web applications
- To participate in internal and/or external projects which require specific technical expertise

Specific departmental responsibilities of this role are to:

- Provide realistic estimates for development and operation work to support team planning and progress tracking
- Ensure that all developments are reliable, secure, scalable and can be deployed with minimal service disruption
- Participate in departmental projects as required.
- Provide documentation, training and advice to support service cover by other team members
- Analyse requirements with key customers and users to design, implement and test software solutions for web applications, system integration, reporting and data warehousing.
- Attend operation and development group meetings to help manage risks, actions, issues and decisions.
- Maintain up to date knowledge of technical developments and best practice in the relevant area of IT

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post as required by the Director of Information or Deputy Directors.

Very occasionally, the post holder may be required to work out of normal hours or at the weekend to implement new systems or upgrades to minimise disruption to the University community. To fulfil the service obligations of the department, working arrangements are managed to ensure operational cover for critical IT systems during normal working hours.

The department is considering developing arrangements for standby, call-out and out-of-hours working. If these are established, you will be required, as part of your contract of employment, to participate in these arrangements.
### PERSON SPECIFICATION

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<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>Degree or equivalent qualifications, or proven relevant experience in the relevant field</td>
<td>Essential</td>
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<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Demonstrable understanding of the operational requirements and challenges of supporting high availability IT systems</td>
<td>Essential</td>
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<td>Knowledge of current software development practices</td>
<td>Essential</td>
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<td>Modern web application development</td>
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<td>Exposure to Amazon Web Services</td>
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<td>An understanding of Agile and associated development practices</td>
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<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<td>An ability to reconcile conflicting priorities and to respond positively to complete tasks to deadlines and specified standards in a busy service environment</td>
<td>Essential</td>
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<td>The ability to communicate complex topics to a technical and non-technical audience</td>
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<td>Able to think creatively and develop innovative technical solutions to unusual problems</td>
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<td>An ability to work under own initiative and as a team player</td>
<td>Essential</td>
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<th>Experience</th>
<th>Essential / Desirable</th>
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<td>Experience of involvement in IT projects covering the full project lifecycle</td>
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<td>Practical experience of up to date development practices, e.g. version control, TDD, continuous integration</td>
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<td>Object Oriented languages such as, Java, C#, or Groovy</td>
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<td>An MVC framework, such as Grails</td>
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<td>Experience of unit testing</td>
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<td>Experience of SQL and the design of relational databases</td>
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<td>Experience of build and deployment tools</td>
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<td>Experience of using and developing web services (APIs)</td>
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<td>Maintaining high-availability systems for a large user base</td>
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<th>Personal attributes</th>
<th>Essential / Desirable</th>
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<td>Proactive approach to keeping technical and professional skills relevant and up to date</td>
<td>Essential</td>
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<td>A commitment to delivering high quality customer focussed service</td>
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<td>Open to collaborative ways of working</td>
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<td>Positive attitude and willing to be flexible and adaptable in response to the changing needs of the role</td>
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THE DEPARTMENT

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. More information about each of the Directorates areas is given below.

IT Services

Information Technology is fundamental to the teaching and research success of the University as well as its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.

We manage, develop and support the network infrastructure which interconnects all buildings as well as the high-speed link to the internet via the academic network provided by Jisc Technologies. Wireless coverage on campus is now nearly universal and students have access to both the wired and wireless network from their study bedrooms and in all teaching and public spaces across campus.

More recently, we have developed a research support team which offers advice and support to researchers across the University as well as small scale HPC, data storage and backup services. In addition, we are responsible for providing the technical infrastructure underpinning many of the Universities corporate information systems such as the VLE, web site, Student Record and Finance systems. We provide business analysis, project management and integration expertise to introduce new University wide systems and services that support teaching, research and administration.

We support over 6,000 centrally managed PCs, installed into classrooms for student use, and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, provided a Windows based laptop loan service for students and support most other modern platforms. Since 2011 we have used the Google Apps for Education suite of software. This includes email, calendar and a whole raft of collaboration tools. Google Apps are now well embedded in the institution. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.
THE DEPARTMENT

Library Services

The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King's Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

The Borthwick Institute for Archives

The Borthwick is one of the biggest archive repositories outside London. Founded in 1953, we have collected archives from all around the world, from the 12th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University. We also provide records management, Freedom of Information and Data Protection services for the University.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York
Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment
York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools
Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location
York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire
The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7178
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 10 December 2018

What will I need?

You will need to upload:
- your CV
- a letter describing how you meet the requirements of the job

You will also need details of 2 referees.

Help and assistance

Direct any informal queries to andrew.male@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835