

**Job Profile**

This job profile is intended to describe the requirements and responsibilities of the job and is not an exhaustive list of duties. Managers will amend job profiles from time to time as appropriate in discussion with the job holder.

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| **Job Information** | | | |
| **Job Title** | Information Systems Analyst | **Grade** | 6 |
| **Faculty/Service** | Information and Communications Technology (ICT) | **Working Hours**  **Weeks** | 37 hours  52 weeks |
| **Reports to** | Business Systems Manager | | |
| **Main Purpose of Job** | To provide the support, maintenance and integration of a range of University business systems and to develop web based applications for user access to these systems. | | |
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| **Qualifications / Knowledge and Experience** | | | |
| **Qualifications and Professional Memberships** | * Educated to degree level in a computing/IT related subject or equivalent experience gained as a Systems Analyst/Developer. | | |
| **Knowledge** | * Good Knowledge of corporate relational databases particularly Oracle and SQL Server. * Good knowledge of database programming languages including SQL, PL/SQL. * Knowledge of developing web applications using C# .NET, preferably using the MVC framework. * Knowledge of C# and a firm grasp of object orientated principles. * Awareness of data integration technologies such as Service Orientated Architecture (SOA) or SQL Server Integration Services (SSIS). | | |
| **Experience** | * Experience of implementing new IT systems and integrating these with other existing systems. * Experience of developing web applications according to the agreed requirements and technical specification. * Experience of customer service in a second/third line technical support role with the ability to work consultatively whilst ensuring a high level of service. * Experience of agile development methodologies. | | |
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| **Key Tasks and Responsibilities** | | | |
| **Communication** | * Able to communicate effectively, both verbally and in writing, with colleagues at all levels, both technical and non-technical. * Document work carried out and transfer knowledge to other members of the team. * Ensure that accurate records are maintained, and that solutions are identified and communicated to ICT staff and customers as appropriate. | | |
| **Teamwork and Motivation** | * Able to work as part of a team but also able to work independently on own initiative, making suggestions to continuously improve the standard of service provided. * Able to work with key users to ensure that the supported systems continue to meet the users’ requirements. | | |

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| **Liaison and Networking** | * Ensure all development tasks are appropriately logged and that issues and resolutions are recorded accurately and succinctly. * Work with various stakeholders across the University to gather requirements and to produce technical design specifications. * Liaise with other technical colleagues to ensure interfaces and other solutions are deployed effectively in the IT infrastructure and are consistent with the data architecture. * To work with other technical colleagues in ICT to diagnose and resolve incidents and problems. |
| **Customer Service** | * Work with key users and other members of the team to ensure the systems support the business and organisational requirements. * Awareness of good customer service practices, anticipating customer’s needs and actively seeking feedback on the services provided. * Provide second/third line support for business systems, resolving incidents and problems quickly, keeping the customer informed of progress. |
| **Decision Making** | * Design, write and test applications and user interfaces using standard development tools. * Monitor and assess the security and performance of the business systems, making any changes in accordance with the relevant change procedure. * Assist the ICT service desk in deciding how support calls should be routed, along with any supporting information, to the second/third line support teams. |
| **Planning and Organising** | * Organise and prioritise own work to achieve agreed objectives. * Ensure all issues raised are recorded appropriately and that any changes made the relevant change process is followed. * Install and configure business systems, plan and carry out application upgrades and apply software patches as and when requested. * Assist the team leader in planning new developments and continuing support for the business systems. |
| **Initiative and Problem Solving** | * Troubleshoot problems that arise, identify and resolve service related problems, proactively keeping key parties informed of progress. * Ensure that interfaces of data are defined, built and maintained to allow the exchange of data in the most efficient manner possible. * Identify and suggest potential solutions to incidents and problems passed to the team. |
| **Analysis and Research** | * Analyse complex technical problems and implement workable secure solutions that comply with established standards. * Maintain a good working knowledge of SQL and web development technologies, keeping abreast of new developments in technology and industry best practice. |
| **Other** | * Some evening and weekend work may be required from time to time when there are high workloads or approaching deadlines. * Flexibility to work outside of normal hours where maintenance work is required that needs to be scheduled at times that will cause the least disruption to users. |

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| **Date Completed** | November 2013 |