1   Advertisement

Post Title: Developer (Configurator)
School/department: ITS
Hours: full time or part time hours considered up to a maximum of 1 FTE
Requests for <u>flexible working</u> options will be considered (subject to business need).
Contract: fixed term until October 2024
Reference: 9863
Salary: starting at £36,333 to £43,155 per annum, pro rata if part time. A market supplement (subject to biennial review) is available for this post, taking the total remuneration up to a maximum of £55,582.40.
Placed on: 3 April 2023
Closing date: 21 April 2023. Applications must be received by midnight of the closing date.
Expected Interview date: To be confirmed
Expected start date: As soon as possible

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton. With staff and students from over 100 countries, we are a diverse and innovative environment, and one of the highest performing universities in the world. We are also a major local employer, with a revenue of over £320m per year and over 3,000 employees.

Led by an award-winning Chief Digital Transformation Officer and inspirational leadership team, we are now embarking on an ambitious programme of transformational change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. Put simply, whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and achieve levels of performance and digital delivery as yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

We are moving to an agile world and need to take the organisation on the same journey; to be sector leading and to deliver a model of digital delivery fit for the coming years. As this programme gains momentum, we need more people to join us as we unpick our challenges and legacy systems and move towards meeting our potential.

As a Developer/Configurator you will be a key member of our high profile Student Information Systems (SIS) project team assuming responsibility for carrying out development or configuration work required to meet the business requirements of the SIS project.

You will be expected to work closely with the IT technical team, associated Project Managers and other key members of the project team in ensuring that all aspects of the data migration process within the scope of the project are tightly controlled and delivered.

This is an important role where the role holder will be equally adept at working alone or in a team, is highly adept at API management and has workflow experience.

To be successful in this role, you will be able to demonstrate a background as a Configurator in a forms environment. Knowledge and/or expertise in DB interrogation including Oracle and or MS SQL would also be ideal as would a working knowledge of MS Dynamics CRM and/or Banner. Any exposure to low code integration tools would also be beneficial. It would also be particularly helpful if this experience was gained within a higher education sector and knowledge of IT systems and processes that support the student lifecycle and beyond.

For further information about this role please contact Michelle Richardson at michelle.richardson@sussex.ac.uk.

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For full details and how to apply see our [vacancies page](#)

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The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. The School / Division

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives. Prior to joining Sussex he undertook similar advancements at the Science Museum Group and the Royal Opera House, where he built sector-leading teams and delivered a large-scale transformation agendas resulting in step-changes in organisational culture.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The Digital Engagement team are primary change agents working to transform our business processes and systems, to nurture the relationships between IT Services and its stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The Strategy and Architecture team ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The Infrastructure team work to define, modernise and automate our underlying platforms

and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The Operations team work across the research, teaching, professional services and student groups to manage our product areas, develop and integrate our platforms and applications, and support our communities to ensure outstanding service provision across the operational activity of IT Services

Job Description

Post title:	Developer (Configurator)
Professional Services unit:	IT Services
Location:	Shawcross, University of Sussex
Grade:	7
Responsible to:	Senior Developer (Configurator)
Direct Reports:	None

Role Description

The role holder will take responsibility for carrying out development or configuration work required to meet the business requirements of the Student Information System (SIS) project.

You will be expected to work closely with members of the technical team, associated project managers and other key members of the project team in ensuring that all development activities within the scope of the project are tightly controlled and delivered.

This is an important role where the role holder will be equally adept at working alone or in a team, is highly adept at API management, and has workflow experience.

Principal Accountabilities

1	Maintain a high quality, Professional Services, engendering a culture of continuous improvement.
2	Contribute effectively to the operational outputs of the team.
3	Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4	Work in partnership with other key stakeholders to ensure seamless service.

5	Assist with technology and software product selection, contribute to recommendations to ensure the achievement of required business outcomes and project objectives.
6	Work as directed, through all aspects of the ITS Software Development Life Cycle (SDLC), the ITS Helpdesk, co-ordinating their work with other team members, ITS colleagues and business stakeholders as required.
7	Support, train, and mentor junior colleagues as required.
8	Deputise for the Senior Developer (Application Support) as required from time to time.

Key Responsibilities

Core Professional Services Responsibilities
1 **Departmental Management and Leadership** 1.1 Follow management direction to achieve personal targets and objectives. 1.2 Effective use of resources to achieve targets and objectives. 1.3 Contribute to and follow operational standards, departmental culture, and methods of working. 1.4 Participate in the development of others, providing training and coaching in area of expertise. 1.5 Contribute to an ethos of continuous improvement.
2 **Service Delivery** 2.1 Work within overall University policy and procedure to ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives. 2.2 Use the systems and procedures that are in place to support the achievement of key performance targets in area of responsibility. 2.3 Contribute to the development of departmental/functional strategic planning processes. 2.4 Contribute to the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility. 2.5 Ensure appropriate records and documentation are maintained commensurate with policy and procedure. 2.6 Contribute to reports and other communication media internally and externally as appropriate. Contribute to analysis, interpretation, and presentation of complex information to inform decisions related to subject area.

	2.7	Identify critical issues when resolving problems particularly where there is complex or competing information, using University policy and objectives to inform decisions.
3	**Policy and Procedure**	
	3.1	Based on a good set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required.
	3.2	Contribute to the shaping of policy decisions and improvement in area of expertise.
	3.3	Follow appropriate governance for area of expertise.
4	**Customers and Stakeholders**	
	4.1	Proactively work with internal and external stakeholders, colleagues or students to ensure effective service delivery.
	4.2	Initiate and develop strong working relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.
	4.3	Persuade, influence and negotiate with customers/stakeholders as appropriate to further the objectives of the University.

Role Specific Responsibilities	
5	Contributes to the formulations and communication of complex information relating to the design, development, and delivery of software products to a range of stakeholders who may have conflicting requirements and limited understanding of relevant technical concepts.
6	Contributes as technical expert in project teams concerned with the delivery of systems and services that are critical to key business functions. Uses specialist knowledge and expertise to analyse and present technical options and advising on recommended approach.
7	Pro-actively promotes and supports the implementation of the ITS Software Development Life Cycle, including continual process improvement and maintenance of associated tools.
8	Collaborates with Business Analysts and Product Owners to ensure understanding of business requirements.
9	Collaborates with the IT Helpdesk to meet the priorities assigned to Service Incidents and supports moving less urgent issues and enhancement requests to the appropriate development backlog.
10	Designs, codes, documents and tests new applications and software components, employing advanced and specialist problem solving skills to deliver required outcomes and outputs within project scope dimensions of time, budget, and quality.
11	Participate in sprint planning for upcoming sprints.

12	Perform work tasks in accordance with sprint plans to deliver specified outputs and outcomes.
13	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives.
14	Writes high-quality, secure code compliant with ITS and relevant industry standards and regulations.
15	Collaborates with the Testing Team to create and execute required test plans.
16	Initiates and undertakes knowledge transfer to ITS and other colleagues as required.
17	Maintains own up-to-date knowledge of key trends and developments related to enterprise software development and delivery.

Indicative Performance Criteria

1	Does not have any line management responsibility.
2	Does not have any budgetary responsibility.
3	Does not have any responsibilities for equipment or premises.
4	Supports the achievement of targets related to the delivery of a diversity of software products and project outcomes on time and to required quality standards, including applications, components and integrations that enable and underpin critical business functions.
5	The post holder reports to the Senior Developer / Configurator, working under general direction within a clear framework the post holder will manage their own work to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
6	Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

Person Specification

	Essential	Desirable
Educated to degree level or equivalent professional experience.		X
Good oral and written communication skills with the ability to present complex ideas and information in a way that can be understood the audience.	X	
Planning and organisational skills, including project management, with the ability to delegate to others where appropriate.		X
Good interpersonal skills with the ability to quickly build rapport with the ability to effectively influence others in area of expertise, effectively contribute to team working.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions.	X	
Commitment to customer service excellence.	X	
Good knowledge of professional software development practices and associated technologies.	X	
Good knowledge of SDLCs.	X	
Knowledge of integration patterns/practices and API management	X	
Strong knowledge of HTML, web frameworks and web accessibility standards.		X
Minimum of three years software development experience.		X
Experience of working with Agile delivery practices.	X	
Experience of at least one of the specific technologies below (Job Role/Project Dependent)	X	
• Good experience of the Workflow Creation and Support	X	
• Experience of at least two of the following programming languages: Java, Python and PHP.	X	

	Essential	Desirable
• Good experience of database development with Oracle PLSQL; experience with Boomi		X
• 3-years' experience of SQL T-SQL	X	
• 3-years' experience of API creation and support	X	
• Good experience of Soap/Rest APIs	X	
Minimum of two years working with an Enterprise Service Bus/microservices platform		X
Minimum of one year leading a software development team/s.		X
Experience working in a service-oriented environment.		X
Experience of working in a Higher Education environment		X
Experience of working with a Student Information System		X
Experience of working in a greenfield application implementation		X