



1 Advertisement

School/department: IT Services

Hours: Full time or part time hours considered up to a maximum of 36.5 hours per week, requests for [flexible working](#) options will be considered (subject to business need).

Contract: Permanent

Reference: 8601

Salary: starting at £30,497 to £34,304 per annum, pro rata if part time [current salary scales can be found here](#)

Placed on: 09 May 2022

Closing date: 27 May 2022. Applications must be received by midnight of the closing date.

Expected interview date: To be arranged

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.

The Junior Testing Analyst will be a key member of the team and play a crucial role in providing day-to-day application support for the core business systems. You will support work to address Service Incidents and system change requests. The role will require you to support activities to identify, design, build, install, integrate, test, debug and add new features to software systems and components.

You will also use programming languages to translate business requirements into technical solutions.

Please contact Mike Nickson, M.Nickson@sussex.ac.uk for informal enquiries.

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

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

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 changes 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.

3. Job Description

Job Description for the post of: Junior Developer (app support)

Department: IT Services
Section/Unit/School: Operations
Location: Shawcross, University of Sussex
Grade: 6
Responsible to: Senior App Support
Responsible for: n/a

Role Description

A member of the team who provide day-to-day application support for the core business systems. Supports work to address Service Incidents and system change requests. Supports activities to identify, design, build, install, integrate, test, debug and add new features to software systems and components.

Uses programming languages to translate business requirements into technical solutions.

Principal Accountabilities

1	Work as part of a team to maintain a high quality, Professional Services, engendering a culture of continuous improvement.
2	As a member of the team and as directed, ensure the delivery of required outputs, and achievement of other agreed objectives.
3	Ensure compliance with all relevant legislation and University policies.
4	Participate or as directed, lead, the analysis and resolution of any escalated incidents in line with Service Level Agreements.
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.

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 Follow operational standards, departmental culture and methods of working. 1.4 Participate in self-development and undertakes training to develop area of

	<p>expertise.</p> <p>1.5 Support an ethos of continuous improvement.</p>
2	<p>Service Delivery</p> <p>2.1 Work within overall University policy and procedure, undertake assigned tasks and general responsibilities in the area of expertise. Plan and utilise allocated resources to support the achievement of personal targets and objectives.</p> <p>2.2 Use the systems and procedures that are in place to support the achievement of key performance targets in area of responsibility.</p> <p>2.3 Contribute to the development of departmental/functional strategic planning processes.</p> <p>2.4 Contribute to the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility.</p> <p>2.5 Ensure appropriate records and documentation are maintained commensurate with policy and procedure.</p> <p>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.</p> <p>2.7 Identify critical issues when resolving problems particularly where there is complex or competing information, using University policy and objectives to inform decisions.</p>
3	<p>Policy and Procedure</p> <p>3.1 Work within policy and procedure, providing advice on the application of policy as required.</p> <p>3.2 Contribute to the shaping of policy decisions and improvement in area of expertise.</p>
4	<p>Customers and Stakeholders</p> <p>4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure effective service delivery.</p>
Role Specific Responsibilities	
5	Applies bug fixes, workarounds and develops required solutions as directed by senior staff.
6	Understands and supports the implementation of the ITS Software Development Life Cycle, including continual process improvement and maintenance of associated tools.
7	Works with the IT Helpdesk to meet the priorities assigned to Service Incidents.
8	Codes, documents and tests new applications and software components, employing advanced and specialist problem solving skills to deliver required outcomes and outputs.
9	Writes high-quality, secure code compliant with ITS and relevant industry standards and regulations.
10	Participate in sprint planning for upcoming sprints.
11	Perform work tasks in accordance with sprint plans to deliver specified outputs

	and outcomes.
12	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives.
13	Collaborates with the Testing Team to create and execute required test plans.
14	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 (Application Support), working under comprehensive direction within a clear framework the post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder may be 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.

4. 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..		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	
Knowledge of professional software development practices and associated technologies.	X	
Knowledge of SDLCs.		X
Knowledge of integration patterns/practices and API management		X
Knowledge of HTML, web frameworks and web accessibility standards.	X	
Hands-on coding experience.	X	
Knowledge of at least one of the specific technologies below (Job Role/Project Dependent)		X
<ul style="list-style-type: none"> Knowledge of the Microsoft Dynamics suite of applications. 		X
<ul style="list-style-type: none"> Knowledge of at one of the following programming languages: Java or PHP. 		X
<ul style="list-style-type: none"> Knowledge of database development with PLSQL 		X
<ul style="list-style-type: none"> Knowledge of Oracle Forms and Oracle Databases 		X
<ul style="list-style-type: none"> Knowledge of Dell Boomi and Flow 		X
Experience working with APIs		X

	Essential	Desirable
Experience working in a service-oriented environment.		X