

Swydd Ddisgrifiad

Prifysgol Wrecsam Wrexham University



Cyfadran/Adran	Gwasanaethau Gwybodaeth
Adran	Datrysiadau Digidol
Teitl y Swydd	Uwch-ddatblygwr
Yn atebol i	Rheolwr Datrysiadau Digidol
Yn gyfrifol am	Rhaglennwr-ddadansoddwr
Gradd	SA&P1

Prif Atebolrwydd

Mae hon yn swydd uwch allweddol yn y Tîm Datrysiadau Digidol a bydd deiliad y swydd yn gyfrifol am reoli, datblygu, cefnogi a gweithredu systemau, gwasanaethau a datrysiadau sy'n hanfodol i fusnes ar ran y Brifysgol.

Bydd deiliad y swydd yn datblygu a chefnogi ystod eang o gymwysiadau ac integreiddiadau sy'n hanfodol i fusnes, gan gynnwys rheoli a chynnal a chadw sawl cronfa ddata, gan sicrhau bod y rhain yn gyfredol, yn ddiogel ac yn ddibynadwy.

Mae cydweithio â thimau eraill ar draws y Brifysgol yn hollbwysig i sicrhau bod datrysiadau priodol yn cael eu gwneud yn achos digwyddiadau, problemau a Cheisiadau Gwasanaeth. Mae'r rôl hefyd yn gofyn cwblhau gwaith cynnal a chadw ar gymwysiadau, gan gynnwys gosod a diweddarau cymwysiadau unigryw a thrydydd parti.

Bydd yr unigolyn yn goruchwyllo aelodau eraill y tîm, eu mentora a'u hyfforddi i gyflawni prosiectau a thasgau, a chefnogi eu datblygiad proffesiynol parhaus.

Yn ogystal, bydd yn ofynnol i ddeiliad y swydd ddirprwyo i'r Rheolwr Datrysiadau Digidol ar adegau, gan gynnwys cyflwyno ac adrodd yn ôl i'r uwch reolwyr, Pwyllgor Gweithredol y Brifysgol a'r Bwrdd Llywodraethwyr.

Tasgau Allweddol

Rheoli a chynnal a chadw'r portffolio o systemau, gwasanaethau a datrysiadau sy'n hanfodol i fusnes, gan gynnwys meddalwedd cymwysiadau, rhyngwynebau a chod unigryw.

Rheoli a chynnal a chadw amgylcheddau byw (cynhyrchu), profi a datblygu (pryd bynnag sy'n berthnasol) ar y safle ar gyfer pob system sylweddol sy'n hanfodol i fusnes.

Ymgynghori â rhanddeiliaid/defnyddwyr busnes ar draws y brifysgol i adnabod gweithdrefnau gweithredol a nodi cyfleoedd ar gyfer gwelliant

Datblygu a chefnogi portffolio o gymwysiadau a'r integreiddiadau a'r rhaglenni sy'n cysylltu'r systemau hyn gan ddefnyddio cymwysiadau C# MS SQL php, Entity framework, MVC, Classic ASP.

Darparu ymatebion effeithiol a phrydlon ar gyfer gwasanaethau craidd ac unigryw dros y ffôn, drwy e-bost, ar MS Teams, a thrwy'r system docynnau. Gweithio'n agos gyda thimau ac adrannau eraill o fewn Gwasanaethau Gwybodaeth i gynnig datrysiadau prydlon i ddigwyddiadau, problemau a cheisiadau gwasanaeth.

Cymryd cyfrifoldeb am brosiectau, gan sicrhau y cânt eu cyflawni'n brydlon.

Mentora, hyfforddi a chefnogi aelodau eraill o'r tîm, a chynnig cyngor ac arweiniad ar dasgau.

Gweithredu fel rheolwr llinell ar rai aelodau iau'r tîm.

Dirprwyo a mynychu cyfarfodydd ar ran y Rheolwr Datrysiadau Digidol yn ôl yr angen

Ymwneud â defnyddwyr wrth ddatblygu, profi a gweithredu diwygiadau cod a gwelliannau i'r system er mwyn sicrhau bod y datrysiadau yn bodloni gofynion y defnyddiwr.

Datblygu cynlluniau a chyflawni newidiadau i ddisodli datrysiadau ac integreiddiadau gwaddol ag opsiynau eraill modern, y mae modd eu cynnal a'u cadw.

Gweithio gyda'r Rheolwr Datrysiadau Digidol i ddefnyddio dyluniadau o ddatrysiadau a datblygu datrysiadau integredig.

Dadansoddi a datrys problemau sylfaenol ar draws yr ystod lawn o amgylcheddau technegol a chymwysiadau, gan ddarparu cymorth technegol o'r radd uchaf ac ymwneud â chydweithwyr technegol o werthwyr trydydd parti.

Paratoi dogfennau systemau o ansawdd dda i ddisgrifio ffurfweddiad rhaglenni penodol a gweithdrefnau gweithredu

Ymwneud yn agos ag adrannau defnyddwyr wrth weithredu systemau newydd, gan sicrhau bod y rhain yn cydymffurfio â safonau gweithredol a diogelwch a bod model gwasanaeth priodol ar waith.

Gweithio â'r Rheolwr Seilwaith a Seiberddiogelwch i sicrhau bod systemau cronfeydd data a chodau rhaglenni'n ddiogel, a bod achosion diogelwch yn cael eu hadrodd a'u harchwilio, gan roi mesurau ar waith i atal achosion yn y dyfodol.

Cynnal cynllun galw ar gyfer ceisiadau gwaith sy'n ein cyrraedd, gan flaenoriaethu swyddi ar y cyd â'r Rheolwr Datrysiadau Digidol a gweithio at derfynau amser a phatrymau gwaith y cytunwyd arnynt er mwyn bodloni gofynion sefydliadol a chyflawni disgwyliadau cwsmeriaid.

Sicrhau y cynhelir datblygiadau systemau technegol mewn amgylchedd datblygu proffesiynol, gyda fersiynu, cyflwyniadau wedi'u cynllunio'n dda, arferion profi diogelwch/llwytho/swyddogaeth a chodio trylwyr ac adolygu codau.

Cyfrannu at dimau prosiect y maes Gwasanaethau Gwybodaeth fel sy'n briodol, gan gymryd rhan yn y broses rheoli prosiect ffurfiol, cymryd cyfrifoldeb am brosiectau fel y cytunwyd, a sicrhau bod timau yn ymwybodol o brosiectau a all fynd ar eu galw nhw.

Nodi pan fo angen cyngor arbenigol gan dimau eraill, yn seiliedig ar anghenion arbenigol y cleient (h.y. meddalwedd, diogelu data, hawlfraint, diogelwch, cydymffurfiaeth, allbwn ymchwil, a meini prawf cyfreithiol a thechnegol wrth ymdrin â chwmnïau allanol).

Cymryd rhan yn y gwaith o gynllunio gwasanaethau'r dyfodol, adnabod tueddiadau datblygu meddalwedd newydd, a chynllunio i'w mabwysiadau a'u hintegreiddio gyda'r Rheolwr Datrysiadau Digidol/Cyfarwyddwr Gwasanaethau Gwybodaeth.

Archwilio a dogfennu achosion o dorri rheoliadau diogelwch, rhoi mesurau ar waith i atal digwyddiadau yn y dyfodol a diogelu data sensitif.

Nodweddion Arbennig

Gall fod angen cefnogaeth gyda'r nos, ar benwythnosau neu'r tu hwnt i oriau swyddfa o bryd i'w gilydd. Felly mae angen agwedd hyblyg tuag at oriau gwaith. Mae'n bosibl y bydd disgwyl i ddeiliad y swydd fod yn rhan o dîm ymateb 'ar alw' brys.

Efallai y bydd yn ofynnol i ddeiliad y swydd ymweld â phob campws ac, ar adegau, sefydliadau partner, cyflenwyr, cynadleddau a digwyddiadau eraill sy'n ymwneud â'r rôl.

Dyletswyddau Cyffredinol

Byddwch yn sicrhau bod systemau a gweithdrefnau rheoli priodol ar waith er mwyn bodloni'ch dyletswyddau a'ch cyfrifoldebau iechyd a diogelwch a geir ym mholisi iechyd a diogelwch y Brifysgol. Yn benodol, byddwch yn sicrhau bod asesiadau risg priodol yn cael eu cynnal mewn perthynas â pheryglon sylweddol ac yr ymgwymerir ag arolygon diogelwch o leiaf unwaith y flwyddyn ym mhob gweithle dan eich rheolaeth chi.

Cyfrifoldeb y gweithwyr yw ymgorffori Polisi Cyfle Cyfartal y Brifysgol o fewn eu maes cyfrifoldeb eu hunain ac yn eu hymddygiad cyffredinol.

Mae gan yr holl staff gyfrifoldeb am hyrwyddo gofal cwsmer o ansawdd yn eu meysydd cyfrifoldeb eu hunain.

Rhaid i staff fod yn ymwybodol o ymrwymiad y Brifysgol i Gynaliadwyedd.

Rhaid i bob aelod o staff hyrwyddo ymddygiad iach ac iechyd meddwl a llesiant cadarnhaol.

Disgwylir i ddeiliaid swyddi gydweithredu â'r broses Adolygu Datblygiad Proffesiynol, gan gymryd rhan wrth osod amcanion er mwyn cynorthwyo gyda monitro perfformiad a datblygiad yr unigolyn.

Byddwch yn asesu anghenion hyfforddiant a datblygiad pob aelod o staff dan eich rheolaeth i sicrhau eu bod yn cael eu cefnogi'n ddigonol mewn perthynas â'u cyfrifoldebau yn y gwaith. Dyletswyddau perthnasol eraill sy'n gymesur â gradd y swydd, a all gael eu neilltuo gan y Rheolwr, mewn cytundeb â deiliad y swydd. Ni ddylid gwrthod cytundeb o'r fath yn afresymol.

Mae'r cyfrifoldebau allweddol sydd wedi'u cynnwys yn y swydd ddisgrifiad hwn yn rhai nodweddiadol; nid ydynt yn gynhwysfawr. Gellir addasu dyletswyddau a chyfrifoldebau mewn trafodaeth â deiliad y swydd.

Disgwylir i'r holl ddeiliaid swydd yn y Gyfarwyddiaeth allu cynnig cymorth ar draws pob maes, y tu hwnt i'w tîm uniongyrchol, ar gais y Cyfarwyddwr ac yn gymesur â'u sgiliau, eu gwybodaeth a'u profiad.

Adolygu

Mae hwn yn ddisgrifiad o'r swydd ar adeg ei chyhoeddi. Arfer y Brifysgol o bryd i'w gilydd yw adolygu a diweddarau swydd ddisgrifiadau er mwyn sicrhau eu bod yn adlewyrchu natur gyfredol y swydd a gofynion y Brifysgol yn gywir ac i ymgorffori unrhyw newidiadau rhesymol pan fo angen, mewn ymgynghoriad â deiliad y swydd.

Teitl y Swydd: Uwch-ddatblygwr

Er mwyn cael eich rhoi ar y rhestr fer, rhaid i chi arddangos eich bod yn bodloni'r holl feini prawf hanfodol a hynny o'r meini prawf dymunol ag sy'n bosibl. Pan fydd gennym nifer fawr o geisiadau sy'n bodloni'r holl feini prawf hanfodol, byddwn wedyn yn llunio'r rhestr fer gan ddefnyddio'r meini prawf dymunol.

Meini Prawf Dethol

Prifodoleddau	Eitem	Meini Prawf Perthnasol	Dull Adnabod	Pwysigrwydd	
1	Sgiliau a Galluoedd	1.1	Y gallu i reoli ac arwain tîm o ddatblygwyr.	Ff, C	H
		1.2	Lefel uchel o sgiliau cyfathrebu llafar ac ysgrifenedig, gyda'r gallu i gyfathrebu gwybodaeth dechnegol i gynulleidfaoedd nad ydynt yn dechnegol.	Ff, C	H
		1.3	Dull hynod drefnus o reoli llwyth gwaith, gyda'r gallu i weithio'n ddigynnwrf ac yn systematig mewn amgylchedd prysur, blaenoriaethu gwaith yn ôl yr angen i fodloni terfynau amser y cytunwyd arnynt.	Ff, C	H
		1.4	Y gallu i gymhwyso technegau dylunio a dadansoddi systemau mewn modd strwythuredig er mwyn canfod datrysiadau o fewn terfynau amser tynn.	Ff, C	H
		1.5	Y gallu i feddwl yn ddeinamig ac edrych ar agwedd holistig o system.	Ff, C	H
		1.6	Y gallu i weithio'n annibynnol a'r gallu i wneud penderfyniadau gydag ychydig iawn o gefnogaeth.	Ff, C	H
		1.7	Y gallu i ysgrifennu dogfennau technegol clir a chryno, gan gynnwys canllawiau i ddefnyddwyr, dogfennau cymorth a gweithdrefnau gweithredol.	Ff, C	H

		1.8	Dealltwriaeth ragorol o systemau, pensaernïaeth a chynnyrch cronfeydd data perthnasol.	Ff, C	H
		1.9	Y gallu i gynllunio, amserlennu a chydbwyso amrywiaeth o dasgau wrth gyflawni canlyniadau a bodloni terfynau amser.	Ff, C	H
		1.10	Addasu i anghenion y brifysgol a bod yn hyblyg gydag unrhyw anghenion busnes y mae angen eu cyflawni.	Ff, C	H
2	Gwybodaeth Gyffredinol ac Arbenigol	2.1	Yn meddu ar brofiad o ddefnyddio Microsoft Visual Studio Code, Microsoft Visual Studio, GIT, C#, PHP, Microsoft Management Studio a Postman, ac yn hynod fedrus wrth eu defnyddio.	Ff, C	H
		2.2	Gwybodaeth helaeth am greu a chynnal rhyngwynebau rhaglennu cymwysiadau gwe.	Ff, C	H
		2.3	Profiad sylweddol o godio, dadfygio, a chynnal rhaglenni datblygu meddalwedd gan ddefnyddio Microsoft Visual Studio C#, php, MS SQL, Rhaglenni ar y we, Rhaglenni cronfeydd data, Entity framework, MVC a Classic ASP.	Ff, C	H
		2.4	Profiad o osod a chynnal a chadw MS Rhaglenni seiliedig ar weinydd Windows.	Ff, C	H
		2.5	Yn gallu siarad Cymraeg.	Ff, C	D
3	Addysg a Hyfforddiant	3.1	Gradd (neu gyfwerth) mewn pwnc sy'n ymwneud â TG neu gyfnod sylweddol o brofiad proffesiynol perthnasol.	Ff, T	H
		3.2	Tystiolaeth o ddatblygiad proffesiynol parhaus ac ymrwymiad i hyfforddiant.	Ff, C	H
		3.3	Tystysgrif Sylfaen ITIL4 mewn Rheoli Gwasanaeth TG a/neu Gymhwyster Rheoli Prosiectau neu	Ff, T	D

			barodrydd i gyflawni hyn o fewn cyfnod rhesymol		
4	Profiad Perthnasol	4.1	Profiad o reoli ac arwain aelodau eraill y tîm.	Ff, C	H
		4.2	Profiad o systemau rheoli gwybodaeth a gweithredu datblygiadau i'r systemau hyn.	Ff, C	H
		4.3	Profiad o weithio mewn amgylchedd prysur/swnlyd.	Ff, C	H
		4.4	Profiad o gydweithio ag eraill, gan gynnwys darparwyr 3ydd parti, er mwyn cyflawni amcanion, wrth gydnabod y cyfraniadau gwahanol mae pobl wahanol yn eu cynnig i waith tîm. Profiad diamheuol o gyflawni prosiectau a datrysiadau systemau a dod i gasgliad llwyddiannus, gan ddefnyddio methodolegau rheoli prosiect cydnabyddedig, fel Agile.	Ff, C	H
		4.5	Profiad o weithio mewn amgylchedd seiliedig ar ITIL a gwybodaeth am ITIL sy'n gyfwerth â lefel Sylfaen ITIL.	Ff, C	D
		4.6	Profiad o gronfeydd data Oracle a PL/SQL.	Ff, C	H
5	Gofynion Arbennig	5.1	Rheoli eich hun a sgiliau personol Ymwybyddiaeth o'ch ymddygiad eich hun ac yn ystyriol o sut mae'n effeithio ar eraill, gwella sgiliau personol i addasu arfer broffesiynol yn unol â hynny.	Ff, C	D
		5.2	Cyflawni gwasanaeth rhagorol Darparu gwasanaeth o'r safon uchaf i gleientiaid allanol a mewnol. Meithrin perthnasoedd hirdymor didwyll ac agored er mwyn codi safonau gwasanaeth.	Ff, C	D
		5.3	Canfod datrysiadau Ymgymryd ag agwedd holistig a gweithio'n frwdfrydig i ddadansoddi problemau a datblygu datrysiadau ymarferol. Adnabod cyfleoedd ar gyfer arloesi.	Ff, C	D

		<p>5.4 Croesawu newid Croesawu ac ymgysylltu â syniadau newydd a ffyrdd newydd o weithio. Addasu i sefyllfaoedd anghyfarwydd, newid mewn gofynion a newid mewn rolau.</p>	Ff, C	D
		<p>5.5 Defnyddio adnoddau'n effeithiol Adnabod y ffyrdd mwyaf cynhyrchiol o ddefnyddio adnoddau, gan gynnwys pobl, amser, gwybodaeth, rhwydweithiau a chyllidebau, a manteisio arnynt.</p>	Ff, C	D
		<p>5.6 Ymgysylltu â'r cyd-destun ehangach Gwella eich cyfraniad at y sefydliad trwy ddeall y darlun ehangach a dangos ymrwymiad i werthoedd sefydliadol.</p>	Ff, C	D
		<p>5.7 Datblygu eich hun ac eraill Dangos ymrwymiad i'ch datblygiad proffesiynol parhaus eich hun. Cefnogi ac annog eraill i ddatblygu eu gwybodaeth broffesiynol, sgiliau ac ymddygiadau proffesiynol i'w galluogi i gyrraedd eu llawn botensial.</p>	Ff, C	D
		<p>5.8 Gweithio gyda'n gilydd Cydweithio ag eraill er mwyn cyflawni amcanion. Cydnabod a gwerthfawrogi'r cyfraniadau gwahanol mae pobl yn eu cynnig i'r broses hon.</p>	Ff, C	D
		<p>5.9 Cyflawni canlyniadau Bodloni yn gyson amcanion a meini prawf llwyddiant y cytunwyd arnynt. Cymryd cyfrifoldeb personol am gyflawni pethau.</p>	Ff, C	D
Dyddiad Adolygu				

Allwedd	Dull Adnabod	Ff	Ffurflen Gais
		C	Cyfweliad
		P	Prawf
		T	Copi o Dystysgrifau
		Rh	Rhoi Cyflwyniad
		G	Asesiad Grŵp
	Pwysigrwydd	H	Hanfodol
		D	Dymunol



Job Description

Prifysgol Wreccsam Wrexham University



Faculty/Department	Information Services
Section	Digital Solutions
Job Title	Senior Developer
Reports to	Digital Solutions Manager
Responsible for	Analyst Programmer
Grade	SA&P1

Principal Accountabilities

This is a key senior role within the Digital Solutions Team with the post holder accountable for managing, developing, supporting and implementing business critical systems, services and solutions on behalf of the University.

The postholder will develop and support a diverse range of business critical applications and integrations, including the management and maintenance of multiple databases, ensuring the currency, security and integrity of these.

Collaboration with other teams across the University is critical to ensure the delivery of timely resolutions to incidents, problems and Service Requests. The role also encompasses application maintenance, including the installation and upgrading of bespoke and third-party applications.

The individual will supervise other team members, mentoring and training them to deliver projects and tasks, and supporting their continuous professional development.

The post holder will also be required to deputise for the Digital Solutions Manager on occasions, including presenting and reporting back to senior management, the University's Executive Committee, and the Board of Governors.

Key Tasks

Manage and maintain the portfolio of business-critical systems, services and solutions including applications software, interfaces and bespoke code.

Manage and maintain on-premises live (production), test and development (where applicable) environments for all of the major business critical systems.

Consult with business stakeholders/users from across the university to identify operating procedures and identify opportunities for improvement.

Develop and support a portfolio of applications and the integrations and programmes that connect these systems using C# MS SQL php, Entity framework, MVC, Classic ASP applications.

Provide effective and timely responses for core and bespoke services, via phone, email, MS Teams, and the ticketing system. Work closely with other teams and sections within IS to deliver timely resolutions to incidents, problems and service requests.

Take responsibility for projects ensuring they are delivered on time.

Mentor, coach and support other team members whilst offering advice and guidance on tasks.

Line manage some junior members of the team.

Deputise and attend meetings on behalf of the Digital Solutions Manager as and when required.

To liaise with users in the development, testing and implementation of code amendments and system enhancements to ensure the solutions meet the user requirements.

Develop plans and deliver changes to replace legacy solutions and integrations with modern, maintainable alternatives.

Working with Digital Solutions Manager to take solution designs and develop integrated solutions.

Analyse and resolve underlying problems across the full range of technical and application environments, providing 3rd tier technical support and liaising with technical colleagues at 3rd party vendors.

Prepare high quality systems documentation to describe custom configurations of applications and operating procedures

Liaise closely with user departments on the implementation of new systems, ensuring that these conform to operational and security standards and that an appropriate service model is put in place.

Work with the Infrastructure and Cyber security Manager, to ensure that database systems and application code is secure, and any security incidents are reported and investigated, implementing measures to prevent future incidents.

Maintain a demand plan for work requests coming in, prioritising jobs in conjunction with the Digital Solutions Manager and work to agreed schedules and timescales in order to meet institutional requirements and deliver on customer expectations.

Ensure technical systems developments are conducted in a professional development environment with versioning, well planned rollouts, rigorous coding and function/load/security testing practises and code reviews.

Contribute to IS project teams as appropriate, participate in the formal project planning process, take responsibility for projects as agreed, and ensure other teams are aware of projects that may involve potential demands on them.

Identify when expert advice is needed from other teams, based on the specialist needs of the client (i.e. software, data protection, copyright, security, compliance, research output, and legal and technical criteria when dealing with external companies).

Participate in the planning of future services, identify emerging software development trends and make plans for their adoption and integration with the Digital Solutions Manager/Director of IS.

Investigate and document security breaches, implementing measures to prevent future incidents and protect sensitive data.

Special Features

Evenings, weekend or out of hours support may be required from time to time. Flexible approach to working hours is therefore required. The post holder may be required to be part of the emergency 'on call' response team.

There may be a requirement for the post holder to visit all campuses and occasionally partner organisations, suppliers, conferences and other events pertinent to the role.

General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing.

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

Job Title: **Senior Developer**

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Ability to manage and coach a team of developers.	A, I	E
		1.2	High level of written and verbal communication skills with the ability to communicate technical information to non-technical audiences.	A, I	E
		1.3	Highly organised approach to managing workload, with the ability to work calmly and systematically in a busy environment, prioritising work as required to meet agreed deadlines.	A, I	E
		1.4	Ability to apply systems analysis and design techniques in a structured manner to come up with solutions to strict deadlines.	A, I	E
		1.5	The ability to think dynamically and look at a holistic view of a system.	A, I	E
		1.6	Ability to work independently and the ability to make decisions with minimal support.	A, I	E
		1.7	Ability to write clear and concise technical documentation including user guides, support documents and operational procedures.	A, I	E
		1.8	Excellent understanding of relational database systems, architecture and products.	A, I	E
		1.9	Ability to plan, schedule and balance a variety of tasks whilst delivering results and meeting deadlines.	A, I	E
		1.10	Adapt to the university needs and to be flexible with any business needs that need fulfilling.	A, I	E

2	General & Specialist Knowledge	2.1	Highly proficient and experience of using Microsoft Visual Studio Code, Microsoft Visual Studio, GIT, C#, PHP, Microsoft Management Studio and Postman.	A, I	E
		2.2	Extensive knowledge creating and maintaining web APIs.	A, I	E
		2.3	Significant experience coding, debugging, and maintaining applications of software development using Microsoft Visual Studio C#, php, MS SQL, Web applications, Database applications, Entity framework, MVC and Classic ASP.	A, I	E
		2.4	Experience of installing and maintaining MS Windows server based applications.	A, I	E
		2.5	Welsh Speaking.	A, I	D
3	Education & Training	3.1	Degree (or equivalent) in an IT related subject or significant period of relevant professional experience.	A, C	E
		3.2	Evidence of continued professional development and commitment to training.	A, I	E
		3.3	ITIL4 Foundation Certificate in IT Service Management and/or Project Management Qualification or willing to achieve within a reasonable timescale	A, C	D
4	Relevant Experience	4.1	Experience Managing and coaching other team members.	A, I	E
		4.2	Experience of management information systems and of implementing developments to these systems	A, I	E
		4.3	Experience of working in a busy/high volume environment	A, I	E
		4.4	Experience of working collaboratively with others, including 3rd party providers, to achieve objectives, recognising the different contributions other people bring to teamwork. Proven experience of delivering system solutions and projects to a successful conclusion, using recognised project management methodologies such as Agile.	A, I	E
		4.5	Experience of working in an ITIL-based environment and knowledge of ITIL equivalent to ITIL Foundation level.	A, I	D

		4.6	Experience of Oracle databases and PL/SQL.	A, I	E
5	Special Requirements	5.1	<p>Managing self and personal skills Being aware of own behaviour and mindful of how it impacts on others, enhancing personal skills to adapt professional practice accordingly.</p>	A, I	D
		5.2	<p>Delivering excellent service Providing the best quality service to external and internal clients. Building genuine and open long-term relationships in order to drive up service standards.</p>	A, I	D
		5.3	<p>Finding solutions Taking a holistic view and working enthusiastically to analyse problems and to develop workable solutions. Identifying opportunities for innovation.</p>	A, I	D
		5.4	<p>Embracing change Being open to and engaging with new ideas and ways of working. Adjusting to unfamiliar situations, shifting demands and changing roles.</p>	A, I	D
		5.5	<p>Using resources effectively Identifying and making the most productive use of resources including people, time, information, networks and budgets.</p>	A, I	D
		5.6	<p>Engaging with the wider context Enhancing your contribution to the organisation through an understanding of the bigger picture and showing commitment to organisational values.</p>	A, I	D
		5.7	<p>Developing self and others Showing commitment to own ongoing professional development. Supporting and encouraging others to develop their professional knowledge, skills and behaviours to enable them to reach their full potential.</p>	A, I	D
		5.8	<p>Working together Working collaboratively with others in order to achieve objectives. Recognising and valuing the different contributions people bring to this process.</p>	A, I	D

		5.9	Achieving results Consistently meeting agreed objectives and success criteria. Taking personal responsibility for getting things done.	A, I	D
Date of Revision					

Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment
	Rank	E	Essential
		D	Desirable

