

JOB DESCRIPTION
Developer, ISS – Corporate Information Systems
Vacancy Ref: N1470

Job Title:	Developer	Present Grade: 6
Department/College:	ISS	
Directly responsible to:	CIS Team Leader or nominee	
Supervisory responsibility for:	Variable according to assignment	
Other contacts		
Internal: Administration Directorates Members of other teams in ISS Departmental IT Representatives		
External: Application Technical Groups Software Suppliers External Project Teams		
Major Duties:		
<div>1. Supporting a product-based approach to applications development.</div> <div>2. Under direction of, and with support from, more senior colleagues, to develop web-based systems for CIS.</div> <div>3. Through the Helpdesk system, take and resolve in a timely and professional manner referred queries, reassigning some of these tasks to other members of ISS as appropriate.</div> <div>4. Identify, diagnose and resolve web-based system problems in a timely manner.</div> <div>5. To work to appropriate service levels with defined quality of service metrics that will enable ISS to maintain and demonstrate high quality of service provision.</div> <div>6. Timely and pertinent communication with user communities by web, email or by documents relating to any planned changes in service, service breaks and outages, incidents and events as appropriate.</div> <div>7. To provide technical support for the local University CIS project teams for the purpose of installing and operating corporate information systems. Included in this are associated project planning and user training responsibilities.</div> <div>8. To assist and support users in making effective use of corporate information systems; making or organising operating changes as necessary and subsequently to assist client sections in extending these new facilities for distributed use over the campus network.</div> <div>9. To assist in the development of Information Systems technical strategies and disaster recovery planning in ISS.</div> <div>10. To maintain an up to date awareness of developments in web technologies, operating systems and systems development.</div>		

11. To attend and report to internal and external meetings as directed.
12. To maintain high levels of professional conduct, including but not limited to: cooperative engagement in tasks set; the exercising of initiative to suggest, through line managers, improvements to the service provided; and clear and professional styles of communication at all times.
13. To perform such other duties, appropriate to the grade, as may be directed by the Director of Information Systems Services or nominated representative