# Job Description and Person Specification

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| Job title  | Analyst Programmer Level 2 |
| Strategic team/Directorate  | Joint Operations Team |
| Service  | Corporate Services |
| Business unit | IT |
| Responsible to (day to day issues) | Project Leader |
| Accountable to (line manager)  | Project Leader |
| Salary grade (spinal column points only) | 28 - 31 |
| JE ref | ICT07 |

# 1. Key purpose of job

1.1 To analyse, design and build applications and their interfaces with a focus on web applications & sites using the Umbraco Content Management System, to meet the business needs of the organisation.

1.2 To further enhance the department’s capacity and capabilities.

# 2. Anticipated outcomes of post

2.1 Business departments and other clients utilising cost effective and value for money IT applications and systems.

2.2 Positive contribution to the overall development and improvement of the Software Development unit.

# 3. List key duties and accountabilities of the post

**3.1 Information Management & Data Security:** Takes responsibility for the accessibility, retrievability and protection of information. Provides advice on the transformation of information from one format/medium to another, where appropriate. Ensures the availability, integrity and searchability of information through the application of formal data structures and protection measures. Will investigate breaches of security and recommend remedial action as directed by senior colleagues. Performs risk assessment, and business impact analysis for medium size information systems.

**3.2 Programming/software development:** Conducts reviews of supplied specifications, with IT colleagues and service users, in order to clarify requirements and approach. Designs, codes, tests, corrects, and documents moderately complex applications and application modifications from agreed specifications, using agreed standards and tools, such as C#, HTML, CSS, AngularJS, Vue.js, Svelte and Javascript.

**3.3 System Testing:** Reviews requirements and specifications and defines test requirements for smaller projects. Creates simple test cases and test scripts. Interprets and executes moderately complex test scripts, mapping back to pre-determined criteria.

**3.4 Systems installation/decommissioning:** Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client. Conducts tests, corrects malfunctions, and documents results in accordance with agreed procedures. Reports details of all hardware/ software items that have been installed and removed so that configuration management records can be updated. Provides assistance to users in a professional manner following agreed procedures for further help or escalation. Contributes to the development of installation procedures and standards.

**3.5 Release & Change Management:** Assesses, analyses, develops, documents and implements changes based on requests for change.Assesses and analyses release components. Provides input to scheduling. Carries out the builds and ensures, where possible, information exchange with configuration management. Ensures release processes and procedures are maintained

**3.6 Research:** Within given research goals set by senior IT colleagues, is able to build on and refine ideas for research, i.e., evaluation, development, demonstration and implementation. Uses available resources to gain an up-to-date knowledge of any relevant IT field. Reports back on research carried out and makes initial recommendations for further research or actions arising.

**3.7 Requirements Definition & Systems design:**  Defines scope and business priorities for small-scale changes and may assist in larger scale scoping exercises. Selects appropriate techniques for the elicitation of detailed requirements taking into account the nature of the required changes, established practice and the characteristics and culture of those providing the requirements. Specifies and documents business requirements as directed, ensuring traceability back to source. Analyses them for adherence to business objectives and for consistency, challenging positively as appropriate.

Recommends/designs structures and tools for systems which meet business needs. Delivers technical visualisation of proposed applications for approval by service users and execution by system developers. Translates logical designs into physical designs and produces detailed design documentation. Maps work to user specification and removes errors and deviations from specification to achieve user-friendly processes.

**3.8 Information & data Analysis**: Utilising a variety of analytical techniques, in consultation with subject matter experts if appropriate, and with consideration of the limitations of the techniques involved. In response to requests, investigates corporate data requirements, and applies data analysis, data modelling and quality assurance techniques, to derive data models and to document their associated data objects (entity descriptions, relationship descriptions, attribute definitions). Will support the creation of strategic and corporate management reports, and the integration of data from disparate corporate systems and platforms.

**3.9 Database Design & Administration:** Develops a specialist knowledge of database concepts, object and data modelling techniques and design principles. Translates object and data models into appropriate database schemas within design constraints. Interprets installation standards to meet project needs and produces database components as required. Uses database management system software and tools to investigate problems and collect performance statistics and create reports. Carries out routine configuration/installation and reconfiguration of database and related products.

# 4. Budgetary/Financial Responsibilities of the post

4.1 None

# 5. Supervision/Line Management Responsibilities of the post

5.1 None

# 6. Working environment and conditions of the post

6.1 Normal office working environment and conditions.

# 7. Physical demands of the post

7.1 Normal physical effort.

# 8. Specific resources used by the post

8.1 None

# 9. Key contacts and relationships

**External**

* Suppliers, in terms of resolving issues and the installation of patches and new releases/versions
* Partner Organisations, such as SWISCo, TDA and the NHS Trust, in terms of delivering software services.
* Peers at other Local Authorities, requesting or providing information regarding the use of applications, technologies, etc
* External Agencies and departments (.gov.uk, SOCITM, Sitemorse)
* External clients, in terms of delivering software services
* Open source community, in terms of knowledge-sharing

**Internal**

* All levels of Torbay staff from across all departments, in relation to the development and support of various business applications.
* IT colleagues

# 10. Other duties

To undertake additional duties as required, commensurate with the level of the job.

# Other Information

* All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
* The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
* The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
* The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
* The post is eligible for both hybrid and permanent home working.
* The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
* If you are required to use your own vehicle on Council business or drive a council vehicle you will be asked to provide information on any driving endorsements by accessing [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and providing a code to your Line Manager in order to share
* You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions.
* Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.

# Person Specification

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

 In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

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## Skills and effectiveness

### Essential skills and effectiveness

1. Adaptable and able to learn new skills quickly.
2. Proven analytical skills to enable you to resolve problems on your own or more complex ones as part of a team.
3. Self-motivated to deliver high standards in own workload and contribute effectively to the work of the team.
4. Effective communication skills sufficient to debate technical concepts and ideas with peers
5. Able to explain technical and complex information clearly to a variety of service users and contacts.
6. Analysis skills to help clarify service users’ requirements and negotiate appropriate solutions within a defined scope.
7. Presentation skills sufficient to demonstrate solutions to IT colleagues and service users.

## Knowledge

### Essential knowledge

1. A working knowledge of C#, HTML, Umbraco, CSS and Javascript.
2. General understanding of database systems and their administration.
3. Working knowledge of the underlying legislation surrounding data security and be aware of associated risks and controls that need to be in place to adequately secure data.
4. An understanding of the principles of providing good customer service.

### Desirable knowledge

1. A working knowledge of SQL, CSS frameworks (Tailwind, etc), AngularJS, Vue.js, or Svelte.
2. Knowledge of Website Accessibility issues, standards and best practice.
3. Awareness of the opportunities offered by IT.
4. An understanding of IT best practices in terms of change management, release management and general development practices.

## Experience and achievements

### Essential experience and achievements

1. Working experience as a key developer for at least one IT application/system.
2. Experience on all aspects of the Software Development life cycle – analysis/design, development, integration and testing, implementation, and on-going support.
3. Experience of dealing with service users.
4. Experience of working closely within or alongside a customer-facing team

### Desirable experience and achievements

1. Working experience of designing and building at least one complex application in terms of number of users and scope.
2. Working experience of integrating solutions sitting on multiple platforms and a mix of database architectures.
3. Development of a corporate website for a large organisation.
4. Working experience of supporting large scale packages, including liaising with suppliers in terms of incident & release management.
5. Working experience of being in a position of significant responsibility, in terms of ensuring systems remain operational.
6. Experience of administrating at least one database architecture.
7. Working experience in a multiple operating system platform environment (for example a mix of: Microsoft, Unix, Linux)
8. Working experience of dealing with suppliers.

## Qualifications/professional memberships

### Essential qualifications/professional memberships

1. Educated to GCSE O Level standard or equivalent
2. HND or Degree in IT-related field or equivalent specialist knowledge gained through experience

### Desirable qualifications/professional memberships

1. Umbraco Certified Level 2 Developer

## Essential – Other requirements of the job role

* Ability to travel efficiently around the Bay/South West/UK in order to carry out duties
* Ability to accommodate occasional/permanent home-working