# Job Description and Person Specification

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| Job title | Analyst Programmer Level 3 |
| 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) | Grade J |
| JE ref | ICT19 |

# 1. Key purpose of job

1.1 To analyse, design and build applications and their interfaces 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 & 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, retrieval and protection of information. Will conduct security risk assessments for business applications and computer installations; provides authoritative advice and guidance on security strategies to manage the identified risk. Interprets security policy and contributes to development of standards and guidelines that comply with this. Ensures the availability, integrity and accessibility of information through the application of formal data structures and protection measures. Investigates major breaches of security and recommends appropriate control measure improvements.

3.2 **Technical Specialism:** Maintains an in-depth knowledge of specific technical specialism – for example Microsoft C#, .NET, MVC, Windows Presentation Foundation (WPF) - and provides expert advice regarding their application. May be asked to supervise specialist technical consultants from time to time.

3.3 **Project management:** Accountable to various business departments, will define, document and carry out small projects (typically less than six months, with a limited budget, no interdependency with other projects, and no significant strategic impact), actively participating in all phases.

3.4 **Programming/software development**: Sets standards for programming tools and techniques, advises on their application and ensures compliance. Takes technical responsibility for all stages in the software development process. May assign work to other programming staff and will monitor performance, providing advice, guidance and assistance to less experienced colleagues as required.

3.5 **Release & Change Management:** Leads the assessment, analysis, planning and design of release packages and requests for change. Liaises with business and IT partners on release scheduling and communication of progress. Ensures release and change request processes and procedures are applied.

3.6 **Innovation & Research:** Recognises potential strategic application of IT, and initiates investigation and development of innovative methods of exploiting IT assets, to the benefit of organisations and the community. Monitors the market to gain knowledge and understanding of currently emerging technologies. Contributes to research plans and goals, identifying appropriate opportunities for evaluation. Will refine ideas leading to development, demonstrations publication and dissemination of research findings.

3.7 **Business Process Improvement:** Analyses business processes; identifies alternative solutions, assesses feasibility and recommends new approaches. Will set standards for data analysis tools and techniques and will advise on their application.

3.8 **Systems design:** Specifies and designs large or complex systems. Will select appropriate design standards, methods and tools, consistent with agreed enterprise and solution architectures and will ensure they are applied effectively. Will review others’ system designs and will contribute to policy for selection of architecture components.

3.9 **Solution architecture:** Uses appropriate tools to contribute to the development of systems architectures in specific business or functional areas. Provides advice on technical aspects of system development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices are applied correctly. Will provide input to the service continuity, availability, resilience & capacity planning.

3.10 **Software development process improvement:** Contributes effectively to identifying new areas of software process improvement within the organisation and will carry out software process improvement assignments, justified by measurable business benefits.

3.11 **Database Design & Administration:** Maintains and applies up to date, specialist knowledge of database concepts, object and data modelling techniques and design principles, and a detailed knowledge of the full range of database architectures, software and facilities available. Analyses data requirements, to establish, modify or maintain a data model taking into account any specialist requirements (e.g. geocoding, for geographic information systems). Interprets the model into an appropriate database schema within set policies.

Manages database configuration including installing and upgrading database software and maintaining relevant documentation. Monitors database activity and resource usage and will look to optimise database performance based on projected needs. Will contribute to the setting of standards for database objects and their administration.

3.12 **Information Analysis:** Specifies and applies appropriate analytical techniques and reports results to clients and management.

3.13 **Systems Support**: Responsible for maintenance and support for in-house and 3rd party systems including upgrades, bug fixes and integration with other systems.

# 4. Budgetary/Financial Responsibilities of the post

4.1 None

# 5. Supervision/Line Management Responsibilities of the post

5.1 Will be expected to supervise junior staff from time to time.

5.2 Will be expected to organise small groups (1-3 staff) in relation to activities of a project nature, both within the department and outside of it.

# 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 the NHS Trust, SWISCo, and TDA, in terms of delivering software services.
* Peers at other Local Authorities, requesting or providing information regarding the use of applications, technologies, etc

**Internal**

* All levels of Torbay staff from across all departments, acting as the single point of contact for defined groups and facilitating open communication and discussion between stakeholders covering the capture and dissemination of technical and business information supporting the business change decision-making processes.
* 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. Innovative and keeps up to date with developments in technology.
3. Capable of giving technical demonstrations to customers, colleagues and user groups.
4. Proven analytical skills to enable you to resolve complex problems on your own or as part of a team.
5. Effective personal time management. Able to prioritise and deliver to agreed deadlines.
6. Self-motivated to deliver high standards in own workload and contribute effectively to the work of the team.
7. Effective communication skills sufficient to debate technical concepts and ideas with peers.
8. Able to explain technical and complex information clearly to a variety of service users and contacts and is very much at ease communicating with service users at all levels.
9. Analysis skills to help clarify service users’ requirements and negotiate appropriate solutions within a defined scope.
10. Presentation skills sufficient to demonstrate solutions to IT colleagues and service users.

## Knowledge

### Essential knowledge

1. Extensive working knowledge of C#, Visual Studio and WPF.
2. Will have a highly developed technical skill base capable of designing and coding complex systems in a client-server environment. Likely to be seen as the expert in a least one technical area.
3. Detailed knowledge of MSSQL database systems and their administration.
4. Knowledge of IT best practices in terms of change management, release management and general development practices.
5. 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.
6. An understanding of the principles of providing good customer service.

### Desirable knowledge

1. Working knowledge of one or more of the following: Visual Studio, T-SQL, Crystal Reports, MS Access, Oracle SQL & PL/SQL.
2. Knowledge of the opportunities offered by mobile technology.
3. Knowledge of the General Data Protection Regulations (GDPR)

## Experience and achievements

### Essential experience and achievements

1. Extensive working experience of delivering and supporting IT systems.
2. Working experience of being in a position of significant responsibility, in terms of ensuring systems remain operational.
3. Will have been a key or lead developer for at least one recent large scale or complex project.
4. Will have led/controlled small projects working on own initiative.
5. Will have managed software packages in terms of release management, systems integration builds and co-ordination of vendor activities.
6. Experience on all aspects of the Software Development life cycle – analysis/design, development, integration and testing, implementation, and on-going support.
7. Experience of dealing with service users.

### Desirable experience and achievements

1. Working experience of designing system architecture to operate in a 24/7 environment supporting agile working practices.
2. Working experience of administrating a number of different database architectures.
3. Working experience of integrating solutions sitting on multiple platforms and a mix of database architectures (for example, a mix of Microsoft, Unix, Linux)
4. Working experience of supporting large scale packages, including liaising with suppliers in terms of incident & release management.
5. Will have developed/integrated systems utilising geo-coded data.
6. Will have managed large scale critical applications supporting a significant user base.

## 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

## 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