



**Job Title:** Information Systems Developer- B-WBL Consortium

**Salary:** Business Support Scale - B34-37

**Reports to:** WBL Contracts and Compliance Manager

## **JOB DESCRIPTION**

### **Job Purpose**

To provide direct Information Systems support for the B-wbl Consortium leading on the development, upgrade and improvement of the 3<sup>rd</sup> party Tribal Maytas and e-Track learner enrolment and learner tracking systems, Office 365 as well as bespoke databases and reporting systems. This will involve, database, application and network skills as well as technical System support to the organisations that make up the Consortium

To lead on systems to improve communication, reduce bureaucracy and assist with improving standards. To work with the IT Services & IT Infrastructure Team Leaders in the provision of reliable and value for money.

### **Key Responsibilities**

- Understudy the Senior Information Systems Developer to provide strength in depth for Consortium functions in terms of application support, database skills, Office365, running upgrades as well as day to day technical issues
- Support and maintain all Consortium systems, namely Tribal Maytas and e-Track. Maytas is a front end client application connecting to a SQL Server database. E-Track is a web application used by the Consortium externally to track learners. There are other bespoke databases and reporting systems. Undertake data integrity checks.
- Liaise with IT team and B-wbl team to plan college and Consortium systems upgrades in advance for minimal impact on business
- Check and verify the backup strategy is functioning correctly on a daily basis. Undertake Business Continuity testing according to a schedule.
- Install, configure, problem solve and maintain Microsoft SQL database and Reporting Services and Business Intelligence?
- Work closely with the Consortium management team to ensure to provide a timely and helpful response to data and technical issues arising. This includes liaising closely and directly with the 3<sup>rd</sup> party provider Tribal when support is required.
- Ensure application level security is set up and maintained for the above systems. A regular audit of user security and roles needs to be undertaken
- Liaise directly with Consortium providers to support the set-up of Consortium required IT and systems and to troubleshoot and resolve issues
- Operate in a manner that complies in all aspects of our compliance with ISO27001 and Cyber Essentials Plus.
- Research/investigate new technologies to enhance and/or improve IT systems
- Maintain auditable, accurate documentation on all live and development systems
- Work closely with the members of the Data team and IT Support Team and provide advice and guidance on problem solving activities
- To work closely with the Line Manager on all aspects of provision and to attend regular team meetings.
- Develop and maintain good communications with all college users
- Undertake all other tasks commensurate with skills, qualifications and experience
- To adhere to the Data Protection Act and requirements of GDPR, ensuring confidentiality is maintained when dealing with sensitive matters

## General Responsibilities

- To operate within budget constraints, and secure financial control and value for money in all activities.
- To contribute to a culture of continuous improvement.
- To demonstrate behaviours that are consistent with an open, inclusive and participative management style.
- To participate in personal professional development activities.
- To comply with all cross-College Policies and Procedures and take specific responsibility for the College's commitment to diversity, equality of opportunity and for maintaining a safe and healthy working environment.
- To carry out any other duties commensurate with position, qualifications and experience.
- To keep up to date with all relevant specialist information and developments – including legislation – and assess impacts, ensuring appropriate dissemination or implementation.
- Encourage staff to undertake industrial opportunities as part of scholarly activity as appropriate
- To work to the highest professional standards in accordance with the Staff Code of Conduct and to comply fully with the College's commitment to equality and diversity.
- To safeguard and promote the welfare of children and vulnerable adults.
- To adhere to the College's Data Protection Policy and Electronic Communications guidance including email and internet usage.
- To take reasonable care of your own health and safety, and of the safety of other people in accordance with College policies and procedures.

The College is committed to the promotion of Education for Sustainable Development and Global Citizenship (ESDGC), the Welsh language, Equality and Diversity, Essential Skills, Health, Safety, Safeguarding, Wellbeing and the Environment.

Mae'r Coleg wedi ymrwymo i hyrwyddo Addysg ar gyfer Datblygiad Cynaliadwy a Dinasyddiaeth Fyd-eang (ADCDF), yr iaith Gymraeg, Cydraddoldeb ac Amrywiaeth, Sgiliau Hanfodol, Iechyd, Diogelwch, Diogelu, Lles a'r Amgylchedd.

## PERSONAL SPECIFICATION

Selection Criteria	Essential	Desirable	Method of Assessment
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• Hold a minimum Level 4 professional computer industry qualification</li> <li>• If not held, undertake and achieve a level 5 professional computer industry qualification within an agreed timescale</li> </ul>	<ul style="list-style-type: none"> <li>• Other computer industry qualifications in any relevant technology (for example Microsoft MCSE)</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> </ul>
<b>Knowledge &amp; Experience</b>	<p>A minimum of three years recent relevant experience of:</p> <ul style="list-style-type: none"> <li>• MS Windows Server and workstation technologies</li> <li>• MS SQL technologies</li> <li>• Programming in MS Visual Studio</li> <li>• Oracle database technologies</li> <li>• MS Access database technologies</li> <li>• MySQL database technologies</li> <li>• SharePoint &amp; Workflows</li> <li>• IIS</li> </ul>	<p>Experience of the following:</p> <ul style="list-style-type: none"> <li>• MS SQL Business Intelligence</li> <li>• Tribal Maytas and e-Track application and database</li> <li>• Tribal dashboard</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form/Interview</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills.</li> <li>• Able to work accurately towards targets and deadlines.</li> <li>• Excellent organisational skills</li> <li>• Ability to work effectively with students, staff and external customers</li> <li>• Understanding of supporting users in an educational environment</li> <li>• Ability to prioritise service requirements in relation to available resources.</li> <li>• Ability to learn quickly and troubleshoot</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to meet and greet in Welsh for the purpose of providing customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> </ul>

	<p>effectively, using all available resources</p> <ul style="list-style-type: none"> <li>• Able to work under pressure to meet deadlines</li> </ul>		
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Approachable, flexible and professional manner</li> <li>• Strong Team player</li> <li>• The ability to lead and manage staff.</li> <li>• Have the confidence and self-motivation to operate on own initiative.</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>• Suitable to work with children and vulnerable adults.</li> </ul>		