



**SWINDON**  
BOROUGH COUNCIL

<b>Job Title: IT Developer</b>	<b>Role Profile Number: <u>IT015</u></b>
<b>Grade: Projected - Q</b> <b>Salary:</b>	<b>Date Prepared: July 2018</b>
<b>Directorate/Group: IT / Resources</b>	<b>Reporting to: Applications Support Team Lead</b>
<b>Structure Chart attached:</b>	Yes

### **Job Purpose**

- To develop and enhance the Council's back office business applications and integrate them with the Council's Internet/Intranet sites in consultation with system users and customers.

### **Key Accountabilities**

- To specify, design and develop the Council's back office systems and Internet/Intranet sites, as directed and to provide ongoing support for those systems.
- Writing high quality code to program complete applications on schedule
- Work alongside key stakeholders and IT department to fully test product and ensure a smooth transition to live with support from Service Desk and Technical Management
- To lead or assist, as appropriate, in the project management of business systems implementations within the department or in other departments as required.
- Troubleshoot and debug applications
- Evaluate existing applications to reprogram, update and add new features
- Develop technical documents and handbooks to accurately represent application design and code
- To establish system specifications with users and interest groups and ensure that system outputs are related and responsive to user requirements over time.
- To adhere to development conventions in use within the Council with particular emphasis on code reuse and supportability and communicate these to both internal and external developers.

- To maintain a continuous review of business procedures and system specifications, identifying scope for improvement and adaptation, and proposing cost effective alternatives as appropriate, and ensuring that systems are developed in line with changing legislative requirements over time.
- Ensure that issues that may affect the overall timescales or quality of deliverables are either escalated, or allocated an owner, and progressed and resolved in a timely manner.
- Knowledge transfer where system components have been developed by other in house teams and 3<sup>rd</sup> party partners, ensuring that the sub-application areas are fully understood from a technical and functional perspective, and that adequate documentation to agreed standards is provided
- Ensure that adequate documentation to agreed standards is provided for work package deliverables.

### **Supplementary Accountabilities**

- Technical Decision Making
- Key communicator with IT team, the wider business and suppliers on highly complex system developments and enhancements
- Able to work under pressure and to tight timescales
- Able to work alone and as part of a team
- Excellent Planning and Organisation Skills
- Self-motivated and enthusiastic with a proactive approach to work.
- Thorough & quality conscious approach to work
- Prepared to work outside core hours when required
- Flexible, willing to travel
- Ability to manage customer relationships in difficult situations such as Application outages and delays to issue resolution
- Show patience and support skills when helping less technically able colleagues
- Ability to handle tight deadlines and manage customer expectations
- Organised and self-motivated
- Provide all aspects of the systems development service from analysis and design through to support including fault fixing and enhancements to the application Able to communicate effectively both internally across all levels of the business and also externally 3<sup>rd</sup> party suppliers.
- Good problem solver - Undertaking ownership of issues, ensuring that they are either resolved or escalated and progressed to a resolution in a timely manner.
- Work closely with Project Managers and other developers
- Liaise with Department Heads, Application users and Project Managers to produce the following documentation:
  - Requirements specification
  - Proposed solution
  - Application Design
  - Resource requirements
- Development of applications to specification and timescales

## **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Client facing confidence and capabilities
- Experience of developing, implementing and maintaining end to end applications
- Business analysis skills

Proven technical skills including:  
(Minimum)

- VB.Net/C#
- ASP (Classic and .Net)
- XML/XSLT/JSON
- SQL Server &/or Oracle DBMS
- HTML & JavaScript
- OOP
- Experience of VSTS and modern development principles

(Preferred)

- Visual Basic (VBA/VB6)
- BizTalk Server
- SharePoint

## **Qualifications**

(Minimum)

- AAT or equivalent, part-qualified accountant or post A-Level Computing qualification
- Skilled in object orientated programming
- GCSE ABC Maths and English
- Working in a business environment for at least 5 years
- Working with IT environment for at least 2 years

(Preferred)

- Training in a financial application e.g. Oracle
- Microsoft Certified Professional
- Local Authority finance experience

## **Decision Making**

- Provide up to the minute expertise on existing, new and emerging technologies to drive Swindon's direction of travel for key technical solutions in line with business requirements

- Manage major incidents and make key decisions for changes of applications and configurations of live services while minimising service disruptions
- Lead decision maker on IT projects and influence on expenditure required for key systems and changes
- Design decisions relating to existing and new IT infrastructure and services and in line with current and upcoming business requirements

**Creativity and Innovation**

- Willing to acquire new technical skills and broaden areas of competencies
- Identify all CSIP (Service improvement) opportunities and report to team leader
- Ability to think creatively and use new and emerging technologies to solve highly complex code and development challenges

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>Yes/No</p> <p>.</p>
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**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Ability to demonstrate benefits and best practice of Swindon’s IT solutions
- Regular contact with 3<sup>rd</sup> Party Support
- Regular contact with Project Managers and Project Sponsors
- Excellent communication skills to include: in person, meetings, presentations, telephone, e-mail, reports
- Excellent interdepartmental organisational skills

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role**

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	