

**Job Description for the Post of Senior IT Officer (Business Applications)**  
(Ref: IS09/10)

1. **General Details**

Job Title:	Senior IT Officer (Business Applications)
Location:	Information Services
Normal workbase:	Stoke Campus
Tenure:	Permanent
Salary:	Grade 6 currently £25,751 - £29,853 per annum

2. **Job Purpose**

To support functions within Information Services with specific responsibilities for the development, integration and support of key business applications.

3. **Relationships**

Responsible to: Business Applications Manager

4. **Main Activities**

- i. To participate as a team member in the full scope of the role assigned to the Business Applications Group, including:
  - Requirements analysis, specification, procurement, integration, implementation, operation and customisation (where required) of purchased business applications for the management and administration of University wide business
  - Full software life-cycle for in-house development of business applications, including analysis of business processes, database design and development, quality assured software development and compatibility with e-Learning systems and standards
  - Administration of business applications systems
  - Business applications software licence management
  - Development of business reports
  - Data transfers (inc. statutory returns and ID/account mgt related)
  - Business applications security (inc. related policies, coordination of investigations and reporting)
  - Development, testing and implementation (as required) of business applications disaster recovery plans
  - Advice and support of customers (in relation to the above)
  - Documentation and staff development
- ii. To provide advanced technical advice and assistance to authorised users of Information Services.
- iii. To provide guidance as required to other staff within the service.
- iv. To conduct the investigation, analysis, design, implementation and maintenance of hardware and software systems.
- v. To write and implement software.
- vi. To implement and maintain hardware and software systems.
- vii. To manage and lead projects and initiatives.
- viii. To collaborate in the preparation and testing of contingency and disaster recovery plans.
- ix. To undertake the evaluation and acquisition of new equipment and systems.
- x. To write and maintain documentation of hardware and software, and documentation for the guidance of users.
- xi. To participate in the provision of staff development activities, the training of other staff and basic IT skills training for students.

- xii. To ensure that, within your control, the necessary security and confidentiality of all data and software are maintained.
- xiii. To ensure that, within your control, agreed standards and procedures for systems, programming, documentation and operation of equipment are followed.
- xiv. To ensure that, within your control, agreed fire, health and safety standards and procedures are followed, and participate in such procedures.
- xv. To make initial diagnosis of any malfunctioning of equipment or software, and report to your senior, or liaise with other staff and external service organisations as required.
- xvi. To monitor the use of computer-related equipment and software by users, and assist with measures to counter irresponsible use.
- xvii. To undertake continuous personal development particularly to maintain current awareness of relevant technologies and issues for the role.
- xviii. To carry out the functions of other staff within Information Services, as required, in the event of staff absences from time to time.
- xix. To participate in a range of IS services and activities to support the business, teaching, learning and research activities of the University.
- xx. To collaborate with other IS staff and teams to ensure shared objectives are achieved, and to foster and promote close working relationships.
- xxi. To participate in the progression and satisfactory resolution of user requests for assistance via the Service Desk management system.
- xxii. To assist in the operation of the service including such matters as routine enquiries and using appropriate methods of referral.
- xxiii. To undertake any other reasonable duties as may be required by the Director of Information Services or the Associate Director, Information Technology

## 5. Person Sought

### *Essential Criteria:*

- GCSE, ONC or equivalent and/or practical experience of IT or Information Systems
- Graduate/HND in Information Technology or Business Information Systems or the equivalent professional experience of IT or Information Systems
- Advanced level expertise relevant to the University corporate information systems and software platforms
- Key skills in the following areas: Database design and development (including SQL experience); Object oriented Java programming (including Java Enterprise Edition 5, JSF, JPA); Web development (including HTML, XML, Web services); Business Intelligence/Reporting; and requirements engineering along with systems analysis and design.
- Experience of business process analysis and development, and application procurement, development, implementation and operation
- Previous experience of working in a service environment
- Excellent interpersonal and communication skills (written and oral)
- Excellent customer support experience and understanding
- Ability to prioritise tasks and to deliver consistently under pressure
- Ability to deal with difficult customers
- Effective team player
- Flexible approach
- Self motivation
- Commitment to the University's mission and delivery of the University Plan
- A willingness to engage in a structured induction programme as a start to Continuing Professional Development (CPD) at the University

***Desirable Criteria:***

- Skills in Oracle database (including PL/SQL), Oracle Forms design and development, Oracle Financials & Microsoft Dynamics CRM
- Awareness of appropriate legal and professional requirements
- Presentation skills
- Project management and experience of delivering projects
- Ability to train other staff and students
- Knowledge, understanding and/or practical understanding of ITIL
- Commitment to the University's mission and delivery of the University Plan
- A willingness to engage in a structured induction programme as a start to Continuing Professional Development (CPD) at the University

6. **Special Conditions**

This post is permanent.

The appointment will be based at the Stoke Campus but as Information Services provides a service to all campuses of the University and some external sites, the postholder may be required to work at another location as the need arises.

The University operates a Job Share Scheme. Applications from anyone interested in working part-time on a job share basis will be considered.

**Note:**

The details contained in this job description reflect the content of this job at the date of being prepared. It is however possible that over time the nature of the job will change. Consequently, IS will expect to revise the job description from time to time and will consult with the post.

**Date Job Description Revised**

Jan 2010

**Variation to Job Description**

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

**Conditions of Service**

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

**Applying for this post**

Should you now decide to submit an application for this position you are asked to kindly complete and return an application form. This is available either in electronic format (downloadable from our website) or as a hard copy.

**Please note that CVs will only be accepted in support of a fully completed application form.**

Completed application forms and any accompanying information should be returned via e-mail to [jobs@staffs.ac.uk](mailto:jobs@staffs.ac.uk) or posted to Personnel Services, Staffordshire University, PO Box 662, College Road, Stoke-on-Trent, ST4 2XP.

If you wish to deliver the form by hand Personnel Services is located on the ground floor of the Cadman Building, College Road, Stoke-on-Trent. Office opening hours are 9.00am – 5.00pm Monday to Thursday, and 9.00am - 4.30pm on Friday.

**PLEASE NOTE THAT THE CLOSING DATE FOR COMPLETED APPLICATIONS IS: 31 March 2010**

**Procedure following Receipt of Applications**

Applicants are asked to provide us with an e-mail address where possible, as this is our preferred method of communication. All correspondence relating to this job application will be marked 'Private and Confidential'.

Where an e-mail address is provided, we will send applicants an acknowledgement of the application form as soon as possible following receipt; employees of Staffordshire University should note that this will be the internal e-mail address.

All applicants are asked to note that unless otherwise indicated, interviews will normally be held within one month of the closing date. Short listed candidates will be contacted to attend for interview as appropriate. Candidates who are not shortlisted for interview will be informed via e-mail. In the absence of an e-mail address, we regret that in the interest of economy we are unable to write to applicants. If you have not received an invitation for interview or any further communication within two months of the closing date specified, you are asked to assume your application is unsuccessful on this occasion.

The University wishes to thank all applicants for their interest in the Institution and the post advertised and for the time and trouble taken to complete the information for their application.

**If you require a copy of the vacancy information in large print please contact us**

## Appointment to the University

The University is an independent Statutory Higher Education Corporation. As such the Board of Governors of the University is the employer, and is responsible for determining the employment policy, pay and conditions of service of all its employees.

The agreed terms and conditions for all staff are set out in the University's terms and conditions of service. In addition your attention is drawn to the following general points:

### Medical Clearance

The appointment is subject to satisfactory medical screening, which normally consists of completion of a confidential questionnaire.

### Eligibility to Live and Work in the UK

In line with the Immigration, Asylum and Nationality Act 2006, documentation is required to confirm that employees are eligible to live and work in the UK. Any offer of employment is subject to this documentation being provided.

### CRB Clearance

Where indicated in the job description an offer of employment will be subject to a satisfactory response to a check of criminal records.

### Qualifications

New employees will be required to produce evidence of qualifications which are deemed essential for the post, as set out in the job description.

### Pension Contributions

All members of staff are eligible to contribute to the relevant occupational Pension Scheme which is either the Local Government Pension Scheme or Teachers Pension Scheme, both of which are final salary schemes. Staffordshire University as the employer also contributes to each scheme.

### Payment of Salary

Salary is payable monthly in arrears, normally on the last Wednesday of each month. Payment is made by direct credit to a recognised bank or building society account. All new employees should ensure that the relevant details for credit transfer are completed on the standard form issued on appointment.

## Annual Leave

Individuals are entitled to the following leave entitlements based on the grade of the post:-

Grade	Number of Days Worked per Week *		
	4	5	6
One	24	29	35
Two	24	29	35
Three	24	29	35
Four	26	32	41
Five	26	32	41
Six	26	32	41
Seven	30	37	45
Eight	30	37	45
Nine	30	37	45
Ten	30	37	45
Eleven	30	37	45
Twelve	30	37	45
Thirteen	30	37	45
Fourteen	30	37	45

\* This refers to those members of staff who work full time hours but on a standard 5 day working cycle or those operating a shift pattern over 4 or 6 working days. This does not refer to staff on fractional contracts.

In addition there are 11 Bank, Extra Statutory and Discretionary Holidays as follows:

Good Friday  
Easter Monday  
May Day  
Spring Bank Holiday Monday  
Late Summer Bank Holiday Monday  
Christmas Day to New Year's Day (inclusive)

### Sickness Pay

An employee absent from duty due to illness will be entitled to receive paid sickness leave, as set out in the University's terms and conditions of service.

### Trade Union Membership

The University believes that the interests of both the employer and employee are best served by individuals joining a recognised Trade Union. The Board of Governors of the University has recognised the following Trade Unions to operate within the university - UCU and UNISON.