

Job Description: Associate Solution Developer

Faculty/Department:	Digital Services
Job Title:	Associate Solution Developer
Department/Subject:	Digital Solutions
Salary:	Grade 6
Hours of work:	35 hours per week.
Contract:	This is a permanent position
Location:	Singleton / Hybrid

Introduction	<p>To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.</p>
Background information	<p>As a member of a solution development team, you will collaborate with technical colleagues on the development and delivery of technical solutions across a range of platforms. You will be required to work with colleagues across several teams to ensure requirements are understood. You will be required to work across a broad range of platforms and provide a link to second line support.</p> <p>You will participate in agile processes including backlog refinement and planning.</p>
Main Purpose of Post	<p>As an Associate Solution Developer, you will assist with the development and management of digital solutions. You will be customer focused, working with stakeholders to develop solutions that support University activities and processes.</p> <p>In this role you will:</p> <ol style="list-style-type: none"> 1. Assist with the design, development and support of cloud hosted and on-premises solutions. 2. Act as a conduit between second line support and third line development teams. Assisting with diagnosis and rectification of identified issues. 3. Work across development teams to improve service delivery. 4. Assist in support activities, including reactive and pro-active administration. 5. Participate in application development initiatives. 6. Contribute to ensuring solutions meet quality standards. 7. Work within the quality assurance processes such as test management, change management, release management and support. Engage in the continuous improvement of the quality assurance processes. 8. Carry out your activities using agile processes and principles are embedded within teams. 9. Undertake work originating via the pipeline, projects and business as usual. 10. Contribute to the creation, review, and maintenance of knowledge bases, to assist with ongoing incident or request resolution. 11. Ensure compliance with legal and regulatory requirements in respect of equality and diversity, data protection, copyright and licensing, security, financial and other University policies, and procedures as appropriate. 12. Continually seek and act on feedback to learn and develop as a professional taking responsibility for own CPD and act as a role model for colleagues. Looking for opportunities to constantly improve people and process, all IT staff are expected to develop for personal and professional growth or where it may be operationally required.

<p>General Duties</p>	<ul style="list-style-type: none"> • To fully engage with the University’s Performance Enabling and Welsh language policies. • To promote equality and diversity in working practices and to maintain positive working relationships. • To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. • Any other duties as directed by the Faculty / Department, or their nominated representative expected within the grade definition. • To ensure that risk management is an integral part of any decision-making process, by ensuring compliance with the University’s Risk Management Policy
<p>Professional Services Values</p>	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p>We are Professional We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality</p> <p>We Work Together We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.</p> <p>We Care We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.</p> <p>Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
<p>Person Specification</p>	<ul style="list-style-type: none"> • Demonstrable evidence of taking pride in delivering professional services and solutions • Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers • Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience <p>Qualification:</p> <ul style="list-style-type: none"> • GCSE Maths and English to Grade C or above (or equivalent) • Level 3 or higher IT related qualification <p>Experience, Knowledge and Skills:</p> <ul style="list-style-type: none"> • Experience of working within an IT related discipline • Experience of working within and across teams to motivate and support colleagues, resolve customer enquiries and deliver team objectives. • Current knowledge of a broad range of applications or development tools and techniques • Evidence of continuous professional development to understand industry trends and innovation. • Excellent verbal and written communication skills • Ability to accurately capture technical requirements, using standard repeatable processes

- Demonstrable ability to creatively troubleshoot problems using a variety of problem-solving techniques to provide a solution.
- Demonstrable ability to work accurately and confidently with technology.
- Demonstrable ability to multi-task, working across contact channels, delivering support in multiple locations to customers with diverse needs.
- Ability to support delivery of continuous improvement.

Desirable Criteria:

- Ability to communicate in Welsh
- ITIL v3 or v4 Foundation
- Evidence of continual professional development and deployment of relevant professional skills
- Experience of working within an agile environment

Welsh Language:

Level 1 – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role)

e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.

For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](#).

Additional Information

