## UNIVERSITY OF LINCOLN STUDENTS' UNION
## JOB DESCRIPTION

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| **JOB TITLE:** Junior Software Developer Team Member | **DEPARTMENT:** Central |
| **LOCATION:** Students' Union | **REPORTS TO:** Software Developer |
| **SALARY:** Negotiable | **DATE:** December 2019 |

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| Context | The Students' Union is an independent body which exists to support students in both their academic and non-academic experiences; whilst working closely with the University and local community.<br><br>Student leaders are elected by the student body and supported by the staff's expertise to deliver services and represent student needs; to enhance the experience of all students at the University of Lincoln. |
| Job Purpose | This role is designed to support and maintain the Students' Union sector leading and award winning CRM system; Students' Union Management System (SUMS). SUMS supports students to have a seamless and personalised student experience with an inbuilt EPOS, elections, advice, and reporting systems.<br><br>The primary purpose of the Junior Software Developer Team Member is to assist in the development, maintenance and support of the SUMS platform. To ensure comprehensive documentation and quality assurance testing of the platform which is licenced out to various other Students' Unions across the UK. The role will act as one of the first level of support for any SUMS related queries, as well as providing introductory training for modules. |

## KEY RESPONSIBILITIES

| Key Responsibility 1 |
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| Development<br><br>Assist in the implementation of solutions for support issues as required from all stakeholders of the software,<br><br>Receive training and support to ensure all code produced conforms to modern industry standard coding guidelines.<br><br>Develop and adopt industry standard best practice for current platform development techniques with one on one support from Software Developers.<br><br>Continuously expand on the complexity of developments undertaken in the role to enhance the platform |

| Key Responsibility 2 |
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Documentation

Record code changes in the SUMS version change logs to ensure documented developments within the platform

Work with the Junior Software Developers to deliver the creation of documentation, including training materials, including in-platform support, to support all new platform developments.

Work with the Junior Software Developers to update and review current user guides as and when required, ensuring clear guidance is given to all stakeholders.

Work with the Junior Software Developers to maintain a support knowledge base, creating articles for frequently asked questions and processes as required.

| Key Responsibility 3 |
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Quality Assurance and maintenance

Ensure new SUMS developments are independently tested and documented, highlighting enhancements and feedback using GitHub.

Ensure that any code errors or bugs within the software are corrected prior to any releases.

Develop a of a wider understanding of the Software Development environment, including code writing, MySQL, and Github

Actively develop knowledge and expertise in platform maintenance to support the SUMS platform to remain future proof

Actively develop knowledge and expertise in data compliance to support the organisation to remain data compliant under relevant legislation

| Key Responsibility 4 |
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Support

Maintain a presence as one of the initial lines of support for the SUMS platform to all Union's, working with the Junior Software Developers.

Respond to support queries raised by the Junior Software Developers, particularly around small developments and code changes, following the appropriate approval.

Work with the Junior Software Developers to evaluate, categorise and investigate incoming support tickets, escalating as required.

Ensure Union expectations are met when dealing with support tickets and that issues are resolved within agreed timeframes and in a friendly and professional manner.

Keep abreast of the latest development on the SUMS platform.

Actively develop knowledge and expertise in management and maintenance of support systems to support the Software Developer in continuously ensuring the satisfaction of Unions with the SUMS support provision

Ensure compliance with University of Lincoln Students' Union policies and procedures, giving support and guidance to staff who use the software.

In addition, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

| Scope and Dimensions of The Role | Work in a manner that reflects the values of the organisation as shown in the Union's constitution and strategic plan, and in line with Union policies and procedures. |
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| | Promote a positive image of the University of Lincoln Students' Union at all times. |
| | Keep abreast of relevant national and local developments and attend conferences, training events and meetings as necessary. |
| | Maintain confidentiality in respect of all areas of the job responsibilities and be aware of current policy relating to the Data Protection Legislation. |
| | Engage in appropriate training programmes as identified by your line manager. |
| | Participate in the staff performance and development review scheme. |
| | Actively follow and promote Union policies. |
| | Some attendance at meetings outside normal office hours may be required. |
| | Maintain confidentiality in respect of all areas of the job responsibilities, and be aware of current policy in relation to the Data legislation. |
| | To undertake such other additional duties as may be required from time to time, within the overall scope of the appointment as directed by the Senior Management Team. |

| Key Working Relationships | Senior Software Developer |
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| | Software Developer |
| | Data and IT Manager |
| | IT Operations Manager |
| | Assistant IT Operations Manager |
| | Junior Software Developers |
| | Head of Student Voice and Insight |
| | Students' Union Staff |

| External Contacts | University of Lincoln ICT Department |
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| | Platform strategic partners |
| | External service providers |

| Author | J. Barnes | Date Published | December 2019 |
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## UNIVERSITY OF LINCOLN STUDENTS' UNION
## PERSON SPECIFICATION

**Job Title:** Junior Software Developer Team Member

| *Selection Criteria* | Essential (E) or Desirable (D) | Where Evidenced Application (A), Interview (I), Presentation (P); References (R) |
|---|---|---|
| **Qualifications:** Relevant IT or web discipline | D | A |
| **Experience:** Experience of PHP, HTML and CSS | E | A,I |
| Experience of producing technical documentation and maintaining a knowledge base and providing training to end users | E | A,I |
| Experience of level one technical support issues | E | A,I |
| Experience of quality assurance testing | D | A,I |
| **Skills and Knowledge:** Excellent communication skills – visual, written and verbal | E | A,I |
| Good planning and organising skills | E | A,I |
| Strong IT skills | E | A,I |
| Knowledge of modern web technologies and standards | D | A,I |
| **Competencies & Personal Attributes:** Innovative, with strong problem-solving skills | E | A,I |
| Excellent attention to detail | E | A,I |
| Ability to relate to students and staff | E | A,I |
| Ability to meet deadlines | E | |
| Desire to learn and develop | E | A,I |
| **Business Requirements:** University of Lincoln Student during the academic year of 2019/20. | E | A |
| May be required to work the occasional evenings and weekends | E | A,I |

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.