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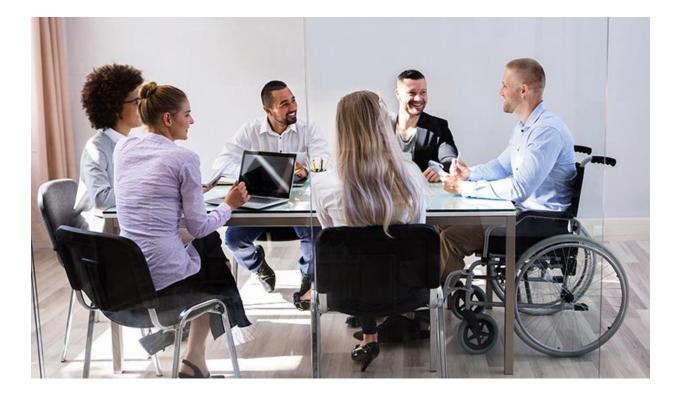
Senior Application Developer

in IT Services (Directorate of Infrastructure)

Contents:

Brief summary of the role

Role title:	Senior Application Developer
Grade:	9
Vacancy reference:	SITS0025
Faculty or Directorate:	Directorate of Infrastructure
Service or Department:	IT Services
Location:	Remote
Reports to:	Lead Application Developer
Responsible for:	Not applicable
Work pattern:	Typical office hours: 36.25 hours per week, Monday to Friday
Specific notable requirements for the role:	Not applicable
Possible adjustments:	We are open to any request for adjustments to support your needs around working hours flexibility, training, and mentoring, which would enable you to succeed in this role

Main purpose of the role

The role holder will be responsible for the design, build, maintenance, and support of high-quality software solutions across a range of technology stacks. They will be the subject matter expert in relation to these technologies, which include, but are not limited to:

- .NET, ASP.NET.Core, C#, Angular and Azure
- Dynamics 365, and the MS Power Platform
- ServiceNow
- Office 365

You will champion good practice and continual process improvement, enhance the service, and support colleagues.

Main duties and responsibilities of the role

Note: The list below may vary to include other reasonable requests (as directed by University management) which do not change the general character of the role, or the level of responsibility entailed.

1. Act as third line technical support, resolving relevant IT incidents, service requests, and problems in a timely and efficient manner in line with business requirements and service level agreements.

2. Provide timely communication to users on the status of their service requests and incidents.

3. Liaise with Business Owners and third parties to ensure incidents and changes are managed effectively and resolved in a timely and professional manner.

4. Contribute to continual service improvement, enhancing the customer experience, and reducing the overall support demand.

5. Monitor the availability and performance of supported IT applications.

6. Interrogate systems and system data to diagnose and resolve problems.

7. Carry out maintenance activities, such as updating code and libraries.

8. Prioritise and schedule assigned support activities and tasks.

9. Maintain technical documentation of developed applications.

10. Participate in disaster recovery activities for supported solutions.

11. Monitor and support suppliers, contractors, and other third parties carrying out development work for IT Services.

12. Collaborate with owners of change requests and product owners to review new business requirements.

13. Contribute to technical aspects of key change documentation, such as business requirements, system specifications, tender documents, impact assessments, implementation plans, change tickets, roll-out plans etc.

14. As the lead developer for a requested change, participate in change governance meetings.

15. Investigate and model solutions and sub-systems using methodical and consistent techniques.

16. Conduct the necessary technological, functional, and data analysis to produce solutions to the business and functional requirements.

17. Evaluate alternative solutions, recommending a solution appropriate to functional, time, technology, or financial constraints.

18. Create viable technical design in preparation for the construction of, or modification to applications.

19. Liaise with stakeholders to ensure understanding and acceptance of design.

20. Ensure capacity, availability, security, service support, and legal requirements are considered in all IT application changes.

21. Specify information flows, processes and procedures, and data objects that comprise an application and its interfaces to other systems.

22. Create or amend applications in accordance with the design or requirements.

23. Carry out unit tests, integration tests, and end-to-end tests, and ensure user acceptance testing is successfully completed before promoting changes to live.

24. For Agile projects, work to the agile manifesto principles, leading or participating in scrums and sprint planning sessions, and allocating work from the product backlog.

25. Ensure that all applications adhere to appropriate industry standards and regulations, including accessibility and GDPR.

26. Contribute to the adoption of best practice development and infrastructure design practices within the team.

27. Represent IT Services at relevant user groups.

28. Understand and comply with the IT organisation requirements, processes, procedures, and policies.

29. Build up a detailed knowledge of applications, their interactions, and their use by the business.

30. Share knowledge and expertise with others, via presentations, training, coaching, and mentoring.

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Role holder: essential and desirable attributes

Qualifications

Essential	• Degree level, or equivalent qualifications in a computer related discipline
Desirable	• Certification in relevant technologies • ITIL Foundation

Experience, skills, and knowledge

Essential	• Development using SQL, HTML, CSS, and JavaScript • Ability to document solutions and communicate how they work to others • Excellent planning and organisational skills • Understanding of long-term implications of design decisions • Experienced in using modern enterprise development standards and methodologies - for example, Agile and Continuous Integration • Excellent understanding of GDPR and security best practices, both as a developer and within an IT environment

	• Skilled at unit, integration, and end-to-end system testing
	• Experienced in using a variety of ticketing, project management, and collaboration platforms - for example, ServiceNow, Azure DevOps, MS Project, and JIRA
	• In-depth Knowledge of .NET, C#, and object-oriented design principles and patterns
	• Knowledge and experience of unit testing frameworks - for example, XUnit, NUnit, MSTest
	• Knowledge and experience of Entity Framework and LINQ
	• In-depth knowledge of web application security best practices
	• Knowledge of front end MVVM frameworks - for example, Angular, Angular.js, react, knockout
	• Experience of using source control tools - for example, Git, SVN, TFS
	• Knowledge and experience of enterprise application integration tools and patterns
	• Knowledge of modern web application authentication and authorisation approaches, including JWT, OpenID Connect, and OAuth
	• Knowledge and experience of single page applications
	• Experience of providing technical support and mentorship to other developers
Desirable	• Experience of cloud integration technologies
	• Knowledge and experience of front-end testing frameworks - for example, Jasmine, Karma, Protractor
	• Knowledge and experience of Ionic

	- Experience of working with Microsoft Azure to deliver web-based applications - Training will be provided; however, any experience of the following will be beneficial: building Dynamics 365 solutions; building Power Platform solutions (for example, Power Apps, Power Automate, Power BI, MS Dataverse); building solutions in, and administration of, ServiceNow

Personal attributes

Essential	- Motivated - Excellent team player who is able to lead when needed - Capable of working under their own initiative and motivating others - Takes ownership of issues and ensures they are resolved to a high standard - Willingness to learn new technologies and maintain industry knowledge - Flexibility around taking annual leave to avoid key critical periods - Prepared to do some out of hours work, when needed, in exchange for compensation or time in lieu

Information about the University of Bradford

Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do.

- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do.

- We give invention light and celebrate creativity and **innovation**.

- **Inclusion** - diversity is a source of strength and must be understood, valued, supported, and leveraged.

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

Equality, Diversity, and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity, and Inclusion (EDI) leading institution.

Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion, and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity, and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors, and members of the public.

Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service.

Mandatory training must be completed on commencement of the role, without delay.

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic, or other formats.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and

to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and policies and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

University policies and procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.