UNIVERSITY OF PLYMOUTH

Role: Senior SITS Developer

Grade: 7

Reports to: Student Records Manager

Direct responsibility for: N/A

Role Summary:

As a SITS Developer you will conduct development and maintenance work to deliver solutions to agreed business needs, ensuring that our student records system meets changing business priorities, and supports the student journey. This will include responsibility for the maintenance, design, build, testing and implementation of user-focused solutions.

The role will form a part of the Student Records team within the Student and Academic Services directorate, working closely with university stakeholders, the wider SITS user community and suppliers to fully implement technical developments.

Key Accountabilities:

- Manage maintenance of the ongoing operation of the student record system to ensure day to day functionality alongside the Student Records team.
- Lead on maintenance and development of SITS integrations with internal (e.g. Mulesoft, Salesforce) and external (e.g. UCAS, HESA) systems using tools such as Stu-Talk.
- Investigate, diagnose and resolve complex system wide problems, identifying the extent of impact and liaising with key contacts to resolve issues efficiently. This may involve working via SITS integration mechanisms in conjunction with other IT systems, for example, Salesforce, Moodle, and/or liaising with software suppliers as required.
- Monitor the quality of data and the efficiency of the system, alongside the Student Records team, to ensure effective operation, identify issues and to enhance or modify SITS acting on user feedback with business guidance.
- Plan, document and schedule development tasks and projects, communicating progress to internal teams.
- Liaise and work with Tribal technical consultants where necessary, producing technical specifications where required and monitoring the performance and outputs of the technical consultants with appropriate documentation created.

- Contribute to the wider Student Records team in the production of integrated test plans, test scripts and test packages for updates/upgrades.
- Maintain advanced knowledge of SITS with both supplier product roadmaps, general technology developments and the requirements of the HE sector and regulators to contribute to the University's understanding of highly complex and specialist information.
- Guides, actively collaborates, and takes a lead as appropriate with colleagues and peers across the University to plan and achieve joint projects and objectives. For example, working in partnership with colleagues in Technology and Information Services (TIS) to design, test and implement data integrations between SITS and other University systems.
- Mentor and help develop junior developers and Student Records colleagues, sharing expertise in SITS development, configuration and support, and fostering a culture of continuous learning, collaboration and adherence to technical best practice.
- Understands the SITS system life cycle incorporating business process knowledge to work with the Student Records team and other staff in maintaining and developing SITS solutions for business needs.
- Provides excellent customer service and detailed specialist technical advice and guidance to enable appropriate solutions. For example, the sharing of skills to other team members through training workshops or other activities.
- Follows the appropriate financial and regulatory policies and procedures ensuring necessary regulations and standards are adhered to.
- Any other duties as may reasonably be required, consistent with the grade of the post.
- Ensures all activities undertaken within this role will be compliant with the University's policies, including Health & Safety, Equality and Diversity, Ethics, Data Protection etc.

Measures of Success:

- Successful delivery of key priorities and objectives agreed as part of the University's
  Performance Development Review.
- Development and testing of solutions on time, to budget and quality.
- Agreed SRS performance metrics and SLAs.

Education, Knowledge & Experience:

- Educational attainment to degree level or demonstrable equivalent experience **- Essential**
- Knowledge of and experience in supporting relational databases **- Essential**
- Understanding of SITS configuration areas such as business rules, workflows, data structures, and process automation **- Essential**
- Experience in the technical management of software application development across the full life cycle – analysis, design, coding, implementation and support **- Essential**
- Significant demonstrable experience in SITS client, bearing in mind user experience and usability **- Essential**

- Development experience of using SQL, HTML, CSS and Javascript **- Essential**
- Knowledge and experience of StuTalk configuration within SITS **- Desirable**
- Knowledge and understanding of the administrative and business processes related to the student journey within the higher education sector **- Desirable**

Skills:

- Ability to work collaboratively as a member of a team and willingness to work within a skill sharing environment, including a commitment to developing own competencies **- Essential**
- Excellent analytical and technical troubleshooting skills, with an aptitude for creative problem-solving **- Essential**
- Ability to plan, manage competing demands, prioritise and identify risks **- Essential**
- Demonstrate an understanding of customer service **- Essential**
- Excellent verbal and written communication skills, in particular, the ability to communicate technical information to non-technical audiences **- Essential**

University of Plymouth Behaviours:

- Demonstrates Self-Leadership
- Develops self and others to deliver
- Leads and operates in times of change and ambiguity
- Builds and secures value from relationships
- Drives innovation and action
- Creates and contributes to a shared vision
- Uses sound business judgement