Senior IT Developer (Office 365)	Edinburgh Napier UNIVERSITY
Role Description	

Grade & Salary:	5
Campus Location:	Craiglockhart
Line Manager:	Lead IT Developer
Line Management Responsibility for:	NA
Organisational Structure:	☐ Tick to confirm attached
Role Summary:	The primary purpose of the Information Services application team is to design, develop, implement and maintain the business and academic IT systems to support the Universities strategic and operational goals. Also to: help staff, students and other key stakeholder engagement with the University's IT systems; cross Information Services (IS) engagement in service improvement, incident resolution and to provide the link between the systems team and frontline staff. The role holder will be the lead in the development of the Office 365 services and, in collaboration with others, will continuously seek opportunities to develop, integrate and enhance the user and business experience through adoption of these. The role holder will proactively support other IS staff to ensure the effective and reliable delivery of interconnected services across the services. The role holder will be required to liaise directly with a variety of University staff, working collaboratively to improve systems and services for the University, students and customers.

Main Duties and Responsibilities

- ➢ Implement and support new and existing applications and services for the University Office 365 service.
- ➢ Develop, integrate and enhance the user and business experience through adoption of Office 365 services.
- ➢ Manage IS Office 365 service development projects.
- ➢ Liaise with staff at all levels across the University. Work proactively with multiple stakeholders (schools and professional service departments) and provide customers with

	expert help and advice. Provide excellent customer service, demonstrating: excellent communication, problem-solving, interpersonal skills.
➢	Liaise with key stakeholders across the University to prioritise, agree and deliver development priorities.
➢	Contribute to the University's evolving enterprise architecture improvement processes
➢	Design, process-map, manage, test and implement solutions in order to deliver agreed services.
➢	Provide appropriate documentation and training to facilitate the implementation and on-going support of and development of systems and services.
➢	Be fully conversant with the change management and incident handling procedures and ensure they are effectively implemented.
➢	Keep fully informed of the developments in the communications and information office 365 technologies industry and advise on their application and relevance to the University.
➢	Proactively monitor and escalate problems as appropriate
➢	Carry out all duties in accordance with set standards and within agreed timescales.
➢	Be aware of and update current role specific profiles when required in line with the University's Data Protection and GDPR process or Policies.
➢	Participate positively in the University's My Contribution Process.
➢	Work in line with the University's stated values and behaviours.
➢	Any other reasonable duties as may be required by the Lead IT Developer.

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Person Specification

Attributes	❖ Essential Selection Criteria	Desirable Selection Criteria
Education/Qualifications	Degree or equivalent in a related IT field or extensive relevant experience in a comparable role.	Technical training or certificate using Office 365
Experience	Experience of Managing Office 365 configuration. Experience of designing, developing and management of SharePoint and or Office 365 environment technologies. Demonstrable track record in successfully implementing new business processes to deal with new working practices within the Office 365 toolset. Experience in the integration within the Office 365 system to external and internal systems for improved automation and integration. Experience in monitoring Office 365 system for application performance. Successfully developed applications and tools within a range of Office 365 interfaces using some of the following tools • PowerShell scripting • C# asp.Net	Experience in migrating the On-prem SharePoint services to Office 365 within the cloud Extensive experience in streamlining processes and contributing to systems improvements. Experience within a DevOps and or Agile team environment Understanding or certificate using the ITIL based framework Experience with Business Processes design and development using Microsoft Flow and Microsoft Power Apps. Knowledge of Information architecture / Governance

	- MVC/Razor - Workflow design and development - Client-side scripting with Typescript/SP.JS, JQuery & JavaScript. - Custom development for mobile users - Flow & Power Apps integration Evidence of ability to build strong relationships and work effectively with other teams to help deliver key projects and developments. Demonstrable experience of successfully collecting the results for UAT testing for system upgrades and developments. Extensive experience in working with a development team and being the systems expert in relation to systems development, data integrity and production over the office 365 toolset.	
Skills/Personal Requirements	Excellent organisational skills. Proactive approach to improving our service. Constantly seeking new and innovative ways to approach matters. Commitment to continuous improvement and lean processing. Excellent customer service skills. Ability to adapt to differing customer needs and approaches.	Understand and demonstrate the principles of a project management methodology

	Evidence a logical and methodical approach to achieving tasks and objectives.	
	Ability to prioritise tasks and manage own time.	
	Excellent interpersonal and communication (oral and written) skills.	
	Ability to present complex technical solutions to a non-technical audience.	
	Ability to take ownership of issues and manage to a resolution.	
	Ability to troubleshoot and resolve technical issues.	
	Ability to work as part of a team and on own initiative.	

❖ *Essential Selection Criteria* are mandatory requirements for a post-holder. If a potential candidate does not evidence all of these requirements in their application form they do not meet the essential criteria of the role and, therefore, will not be short-listed for interview.

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