

# Developer Analyst

<b>Department</b>	<b>Customer and Digital Services</b>
<b>Pay Grade</b>	<b>G7</b>
<b>Responsible to</b>	<b>Technology Platforms Manager</b>

## Role Purpose

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To develop, configure and support technology solutions to enable the Council to innovate and improve in its delivery of services that meet the needs of our users.

## Role Specific Responsibilities / Accountabilities

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- To work with colleagues to deliver digital solutions on our chosen platforms that meet documented user needs.
- To support, maintain and improve existing applications, whether developed in house or bought in from a supplier.
- To provide database administration services for systems used in the Council, including preparing reports for users, installing new databases, migrating databases, transitioning from test to live and monitoring database performance.
- To design and configure business processes and online forms in keeping with the Council's brand and design language to deliver a consistent and excellent user experience.
- To support integrations between systems, including management of data transfer between applications.
- To advise colleagues on how processes can be optimised using digital technology.
- To assist in the migration of systems to new solutions as necessary.
- To liaise with external suppliers as necessary.
- Ensuring compliance with relevant standards and statutory guidelines.
- To work according to agile principles and adopting user centred design techniques.
- To follow the guidelines and principles of the Council's Environmental Action Programme, Health and Safety documentation, Policies and Codes of Practice.
- To carry out such other duties that may reasonably be required.

# Knowledge, Skills and Qualifications

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**Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.**

## Essential Criteria

- Previous experience in a Developer/Application Support or similar role
- Experience of working with a range of technologies such as SQL and .NET
- Experience of integrating systems using web services; APIs, SFTP and DOS scripting
- Experience of designing and developing solutions for both internal and external customers, including back-office database and API integrations
- Experience of configuring third party software to deliver solutions
- Experience of supporting a broad range of business applications
- Ability to deep dive, in order to investigate and resolve technical challenges
- Understanding and knowledge of Cloud based infrastructure and applications, such as Cloud platforms and Software as a Service applications
- Ability to communicate technical issues to non-technical colleagues and to challenge and influence colleagues to ensure services are designed to meet user needs
- Ability to keep pace with changes in technology and to learn new technologies as needed
- Able to work on own initiative and as part of a team
- Educated to both GCSE and A Level, or equivalent

## Desirable Criteria

- Qualification or accreditation in a relevant technology
- Experience of Agile Project delivery

## Appendix

### Generic Employee Responsibilities / Accountabilities

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- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.

- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

## Generic Employee Behaviours

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**Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.**

### Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

### Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

### Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly