

Swydd Ddisgrifiad



Cyfadrn/Adran	Gwasanaethau Gwybodaeth
Adran	Datblygiadau a Datrysiadau Digidol
Teitl y Swydd	Ddadansoddwr Datblygu a Chymorth
Yn atebol i	Rheolwr Datrysiadau Digidol
Gradd	O&A5

Cyd-destun

Mae Gwasanaethau Gwybodaeth yn cynnig Datblygiadau a Datrysiadau Digidol, Seilwaith TG a Chymorth, Llyfrgelloedd a Chymorth Academaidd, gan gynnwys anghenion dysgu digidol a gwybodaeth eraill, a gwasanaethau i alluogi ein myfyrwyr a staff y Brifysgol i ddysgu, ymchwilio a gweithio. Ein diben yw cynnig llwyfannau, datrysiadau a gwasanaethau cynaliadwy o safon, sy'n cefnogi, galluogi a gwella profiad staff a myfyrwyr. Cyflawnir hyn drwy ymgorffori gwerthoedd y Brifysgol o fod yn hygyrch, yn gefnogol, yn arloesol ac yn uchelgeisiol ym mhob agwedd ar ein gwaith.

Mae'r Tîm Datblygiadau a Datrysiadau Digidol yn gyfrifol am ddylunio rhaglenni meddalwedd busnes, datblygu ac integreiddio gweithrediadau meddalwedd hen a newydd, uwchraddio rhaglenni a chronfeydd data, rheoli prosiectau systemau busnes, yn ogystal â dadansoddi data a datblygiadau digidol. Mae'r tîm hefyd yn gyfrifol am drosglwyddo datblygiadau, systemau, a gwasanaethau newydd i'r amgylchedd byw, gan sicrhau trosglwyddiad gwybodaeth a throsglwyddo cymorth defnyddwyr i'r Ddesg Wasanaeth.

Prif Atebolrwydd

Fel gweithiwr TG proffesiynol, prif atebolrwydd deiliad y swydd yw datblygu, gweithredu a chynnal systemau gwybodaeth cronfeydd data, cynnal a rheoli cyfansoddiadau integreiddio rhwng systemau gwybodaeth a helpu adrannau i ddefnyddio su datrysiadau systemau gwybodaeth. Mae disgwyl hefyd i ddeiliad y swydd helpu i wella strategaeth ddigidol y Brifysgol a chefnogi'r gwaith o gyflawni nodau ac amcanion digidol y Brifysgol.

Tasgau Allweddol

- Datblygu, gweithredu a chynnal gweinyddwyr rhaglenni hen a newydd, systemau rheoli cronfeydd data, a systemau myfyrwyr allweddol ledled y brifysgol.
- Ymgynghori a gweithio â defnyddwyr/rhanddeiliaid busnes o ledled y brifysgol er mwyn nodi gweithdrefnau gweithredu presennol a gloywi amcanion rhaglenni, gam sicrhau bod gofynion gwella systemau wedi'u deall, a bod systemau'n bodloni gofynion sefydliadol a rhanddeiliaid.
- Ymgynghori â defnyddwyr er mwyn datblygu, profi a gweithredu diwygiadau a gwelliannau cod sy'n cynnwys cyswllt â defnyddwyr staff er mwyn diffinio senarios profi a sicrhau bod newidiadau a datblygiadau wedi'u derbyn (gan gynnwys profi dogfennau senario ac achosion).
- Datblygu a chefnogi ystod o raglenni a rhyngwynebau sy'n cynnig systemau gwybodaeth gan ddefnyddio ystod o sgiliau rhaglennu, gan gynnwys MS SQL, C#, php, fframwaith Entity, MVC, Classic ASP a thechnolegau gwe.
- Cymryd yr awenau i drosi sawl system bwrpasol codio hŷn i god modern neu eu symud tuag at systemau parod eu defnyddio gydag integriadau.
- Gweithio gyda'r Rheolwr Datrysiadau Digidol i ddefnyddio dyluniadau datrysiadau a chynhyrchu datrysiadau wedi'u hintegreiddio. Cefnogi a chynnal systemau ar ddatrysiadau yn y cwmwl ac ar safle.
- Cynnig sgiliau dadansoddol a datrys problemau ar gyfer ystod o amgylcheddau technegol a chymwysiadau, a chynnig proses busnes effeithiol a chymorth technegol ail linell i ddefnyddwyr systemau
- Yn gyfrifol am ysgrifennu dogfennau i ddisgrifio ffurfweddiad rhaglenni penodol a gweithredu gweithdrefnau, a thrafod gydag ymgynghorwyr datblygu rhaglenni trydydd parti.
- Cysylltu'n agos ag adrannau defnyddwyr wrth weithredu systemau newydd, gan gynnwys sefydlu a rheoli prosiectau.
- Gwirio uniondeb data a chronfeydd data, gan sicrhau bod pob system wedi'u cadw wrth gefn ac yn hygyrch.
- Gweithio â'r Rheolwr Seilwaith a Seiberddiogelwch i sicrhau bod systemau cronfeydd data a chodau rhaglenni'n ddiogel, a bod achosion diogelwch yn cael eu hadrodd a'u harchwilio, gan roi mesurau ar waith i atal achosion yn y dyfodol

- Cynnal cynlyn galw ar gyfer ceisiadau gwaith sy'n ein cyrraedd, gan flaenoriaethu swyddi ar y cyd â'r rheolwr datrysiadau Digidol a gweithio at derfynau amser tynn a phatrymau gwaith pendant er mwyn bodloni gofynion sefydliadol.
- Cynnig ymatebion effeithiol a phrydlon i wasanaethau craidd ac unigryw, dros y ffôn, dros e-bost, MS Teams, a'r system tocynnau. Gweithio'n agos gydag adrannau a thimau eraill o fewn IS i gynnig datrysiadau cyflym i ymholiadau a phroblemau.
- Sicrhau y cynhelir datblygiadau systemau technegol mewn amgylchedd datblygu proffesiynol, gyda fersiynu, cyflwyniadau wedi'u cynllunio'n dda, arferion profi diogelwch/llwyth/swyddogaeth a chodio trylwyr ac adolygu codau.
- Cyfrannu at dimau prosiect IS fel sy'n briodol, cymryd rhan yn y broses rheoli prosiect ffurfiol, cymryd cyfrifoldeb dros brosiectau fel y cytunwyd, a sicrhau bod timau eraill yn ymwybodol o brosiectau a all gynnwys galw posibl arnynt.
- Nodi pan fo angen cyngor arbenigol gan dimau eraill, yn seiliedig ar anghenion arbenigol y cleient (h.y. meddalwedd, diogelu data, hawlfraint, diogelwch, cydymffurfiaeth, allbwn ymchwil, a meini prawf cyfreithiol a thechnegol wrth ymdrin â chwmnïau allanol).
- Cymryd rhan yn y gwaith o gynllunio gwasanaethau'r dyfodol, nodi tueddiadau datblygu meddalwedd newydd, a chynllunio i'w mabwysiadu a'u hintegreiddio gyda'r Rheolwr Datrysiadau Digidol/Cyfarwyddwr IS.
- Archwilio a dogfennu achosion o dorri rheoliadau diogelwch, rhoi mesurau ar waith i atal digwyddiadau yn y dyfodol a diogelu data sensitif.
- Cefnogi'r Rheolwr Datrysiadau Digidol wrth gyflwyno gweithgareddau cymorth rhaglenni cyffredinol yn ôl yr angen er mwyn sicrhau bod y tîm yn cynnig gwasanaeth o lefel uchel bob amser.

Nodweddion Arbennig

Gall bod angen cefnogaeth gyda'r nos, ar benwythnosau neu'r tu allan i oriau swyddfa o bryd i'w gilydd. Felly mae angen agwedd hyblyg tuag at oriau gwaith.

Gellir rhoi trefniadau gweithio cyfunol ar waith, yn amodol ar gymeradwyaeth y rheolwr Datrysiadau Digidol.

Dyletswyddau Cyffredinol

Byddwch yn sicrhau bod systemau a gweithdrefnau rheoli priodol ar waith er mwyn bodloni'ch dyletswyddau a'ch cyfrifoldebau iechyd a diogelwch a gynhwysir ym mholisi iechyd a diogelwch y Brifysgol. Yn benodol, byddwch yn sicrhau bod asesiadau risg priodol yn cael eu cynnal mewn perthynas â pheryglon sylweddol ac yr ymgwymerir ag arolygon diogelwch o leiaf unwaith y flwyddyn ym mhob gweithle dan eich rheolaeth chi.

Cyfrifoldeb y gweithwyr yw ymgorffori Polisi Cyfle Cyfartal y Brifysgol o fewn eu maes cyfrifoldeb eu hunain ac yn eu hymddygiad cyffredinol.

Mae gan yr holl staff gyfrifoldeb i hyrwyddo gofal cwsmer o ansawdd yn eu maes cyfrifoldeb eu hunain.

Rhaid i staff fod yn ymwybodol o ymrwymiad y Brifysgol i Gynaliadwyedd

Rhaid i bob aelod o staff hyrwyddo ymddygiad iach ac iechyd meddwl a llesiant cadarnhaol

Disgwylir i ddeiliaid swydd gydymffurfio â'r broses Adolygu Datblygiad Proffesiynol, gan gymryd rhan wrth osod amcanion er mwyn cynorthwyo gyda'r gwaith o fonitro perfformiad a datblygiad yr unigolyn.

Byddwch yn asesu anghenion hyfforddiant a datblygiad pob aelod o staff dan eich rheolaeth i sicrhau ei fod yn cael ei gefnogi'n ddigonol mewn perthynas â'i gyfrifoldebau yn y gwaith.

Dyletswyddau perthnasol eraill sy'n gymesur â gradd y swydd, a all gael eu neilltuo gan y Rheolwr, mewn cytundeb â deiliad y swydd. Ni ddylid gwrthod cytundeb o'r fath yn afresymol.

Mae'r cyfrifoldebau allweddol sydd wedi'u cynnwys yn y swydd ddisgrifiad hon yn fynegol, nid ydynt yn gynhwysfawr. Gellir addasu dyletswyddau a chyfrifoldebau mewn trafodaeth â deiliad y swydd.

Disgwylir i'r holl ddeiliaid swydd yn y Gyfarwyddiaeth allu cynnig cymorth ar draws pob maes, y tu hwnt i'w tîm uniongyrchol, ar gais y Cyfarwyddwr ac yn gymesur â'u sgiliau, eu gwybodaeth a'u profiad.

Adolygu

Mae hwn yn ddisgrifiad o'r swydd ar adeg ei chyhoeddi. Arfer y Brifysgol o bryd i'w gilydd yw adolygu a diweddarau swydd ddisgrifiadau er mwyn sicrhau eu bod yn adlewyrchu natur gyfredol y swydd a gofynion y Brifysgol yn gywir ac i ymgorffori unrhyw newidiadau rhesymol pan mae angen, mewn ymgynghoriad â deiliad y swydd.

Manyleb Person

Teitl y Swydd: Ddadansoddwr Datblygu a Chymorth

Er mwyn cael eich rhoi ar y rhestr fer rhaid i chi arddangos eich bod yn bodloni'r holl feini prawf hanfodol a hynny o'r meini prawf dymunol ag sy'n bosibl. Pan fydd gennym nifer fawr o geisiadau sy'n bodloni'r holl feini prawf hanfodol, byddwn wedyn yn llunio'r rhestr fer gan ddefnyddio'r meini prawf dymunol.

Meini Prawf Dethol

Priodoleddau	Eitem	Meini Prawf Perthnasol	Dull Adnabod	Pwysigrwydd	
1	Sgiliau a Gallu	1.1	Lefel uchel o sgiliau cyfathrebu llafar ac ysgrifenedig, gyda'r gallu i gyfathrebu gwybodaeth dechnegol i gynulleidfaoedd nad ydynt yn dechnegol	Ff, C	H
		1.2	Dull hynod drefnus o reoli llwyth gwaith, gyda'r gallu i weithio'n ddigynnwrf ac yn systematig mewn amgylchedd prysur, blaenoriaethu gwaith yn ôl yr angen i fodloni terfynau amser y cytunwyd arnynt.	Ff, C	H
		1.3	Y gallu i gymhwyso technegau dylunio a dadansoddi systemau mewn modd strwythuredig er mwyn canfod datrysiadau o fewn terfynau amser tynn.	Ff, C	H
		1.4	Y gallu i feddwl yn ddeinamig a bod â golwg holistig ar system	Ff, C	H
		1.5	Gallu gweithio'n annibynnol a'r gallu i wneud penderfyniadau heb lawer o gymorth.	Ff, C	H
		1.6	Y gallu i ysgrifennu dogfennau technegol clir a chryno, gan gynnwys canllawiau i ddefnyddwyr, dogfennau cymorth a gweithdrefnau gweithredol.	Ff, C	H

		1.7	Dealltwriaeth ragorol o systemau, pensaernïaeth a chynnyrch cronfeydd data perthnasol	Ff, C	H
		1.8	Y gallu i gynllunio, amserlennu a chydbwyso amrywiaeth o dasgau wrth gyflawni canlyniadau a bodloni terfynau amser.	Ff, C	H
2	Gwybodaeth Gyffredinol ac Arbenigol	2.1	Yn meddu ar brofiad a gallu wrth ddefnyddio Microsoft Visual Studio Code, Microsoft Visual Studio, GIT, C#, PHP, Microsoft Management Studio a Postman.	Ff, C	H
		2.2	Gwybodaeth helaeth am greu a chynnal APIs gwe	Ff, C	H
		2.3	Profiad o godio, dadfygio, a chynnal rhaglenni datblygu meddalwedd gan ddefnyddio Microsoft Visual Studio C#, php, MS SQL, Rhaglenni ar y we, Rhaglenni cronfeydd data, fframwaith Entity, MVC a Classic ASP.	Ff, C	H
		2.4	Profiad o osod a chynnal a chadw MS Rhaglenni seiliedig ar weinydd Windows.	Ff, C	H
		2.5	Gallu siarad Cymraeg	Ff, C	D
3	Addysg a Hyfforddiant	3.1	Gradd (neu gyfwerth) mewn pwnc sy'n ymwneud â TG neu gyfnod sylweddol o brofiad proffesiynol perthnasol.	Ff, T	H
		3.2	Tystiolaeth o ddatblygiad proffesiynol parhaus ac ymrwymiad i hyfforddi	Ff, C	H
		3.3	Tystysgrif Sylfaen ITIL4 mewn Rheoli Gwasanaeth TG a/neu Gymhwyster Rheoli Prosiectau neu barodrwydd i gyflawni hyn o fewn cyfnod rhesymol	Ff, T	D
4	Profiad Perthnasol	4.1	Profiad o reoli systemau gwybodaeth a gweithredu datblygiadau i'r systemau hyn	Ff, C	H
		4.2	Profiad o weithio mewn amgylchedd prysur/swnlyd	Ff, C	H

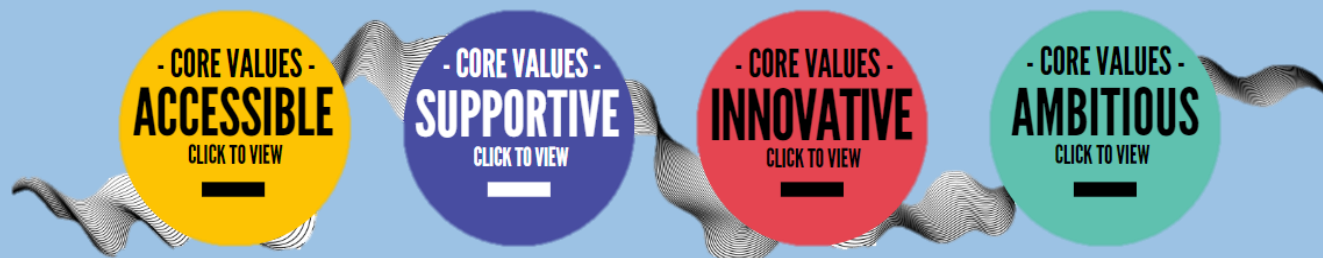
		4.3	Profiad o gydweithio ag eraill, gan gynnwys darparwyr 3ydd parti, er mwyn cyflawni amcanion, wrth gydnabod y cyfraniadau gwahanol mae pobl wahanol yn eu cynnig i waith tîm.	Ff, C	H
		4.4	Profiad amlwg o gyflwyno prosiectau a datrysiadau systemau a dod at gasgliad llwyddiannus, gan ddefnyddio methodolegau rheoli prosiect cydnabyddedig, fel Agile.	Ff, C	H
		4.5	Profiad o weithio mewn amgylchedd seiliedig ar ITIL a gwybodaeth am ITIL sy'n gyfwerth â lefel Sylfaen ITIL;	Ff, C	H
		4.6	Profiad o gronfeydd data Oracle a PL/SQL	Ff, C	D
5	Ymddygiad/Gallu Bydd yn ofynnol i ddeiliad y swydd ddangos ei fod yn gallu bodloni'r rhinweddau sy'n gysylltiedig â'r cymwyseddau ymddygiadol canlynol, fel y manylir arnynt yn Fframwaith Cymhwysedd AUA.	5.1	Rheoli sgiliau personol Ymwybyddiaeth o'ch ymddygiad eich hun ac ystyried sut mae'n effeithio ar eraill, gwella sgiliau personol i addasu arfer proffesiynol yn unol â hynny.	Ff, C	D
		5.2	Cyflawni gwasanaeth rhagorol Darparu gwasanaeth o'r safon uchaf i gleientiaid allanol a mewnol. Meithrin perthnasoedd hirdymor didwyll ac agored er mwyn codi safonau gwasanaeth.	Ff, C	D
		5.3	Canfod Datrysiadau Cael trosolwg cyfannol a gweithio'n frwdfrydig i ddadansoddi problemau a datblygu datrysiadau ymarferol. Adnabod cyfleoedd ar gyfer arloesi.	Ff, C	D
		5.4	Croesawu newid Croesawu ac ymgysylltu syniadau newydd a ffyrdd newydd o weithio. Addasu i sefyllfaoedd anghyfarwydd, newid gofynion a newid rolau.	Ff, C	D

		5.5	Defnyddio adnoddau'n effeithiol Adnabod y ffyrdd mwyaf cynhyrchiol o ddefnyddio adnoddau, gan gynnwys pobl, amser, gwybodaeth, rhwydweithiau a chyllidebau, a manteisio arnynt.	Ff, C	D
		5.6	Ymgysylltu â'r cyd-destun ehangach Gwella eich cyfraniad i'r sefydliad trwy ddeall y darlun ehangach a dangos ymrwymiad i werthoedd sefydliadol.	Ff, C	D
		5.7	Datblygu eich hun ac eraill Dangos ymrwymiad i'ch datblygiad proffesiynol parhaus eich hun. Cefnogi ac annog eraill i ddatblygu eu gwybodaeth broffesiynol, sgiliau ac ymddygiadau proffesiynol i'w galluogi i gyrraedd eu potensial llawn.	Ff, C	D
		5.8	Gweithio gyda'n gilydd Cydweithio ag eraill er mwyn cyflawni amcanion. Cydnabod a gwerthfawrogi'r cyfraniadau gwahanol mae pobl yn eu cynnig i'r broses hon.	Ff, C	D
		5.9	Cyflawni canlyniadau Bodloni amcanion a meini prawf llwyddiant y cytunwyd arnynt yn gyson. Cymryd cyfrifoldeb personol am gyflawni pethau.	Ff,C	D
Dyddiad Adolygu					

Allwedd	Dull Adnabod	Ff	Ffurflen Gais
		C	Cyfweliad
		P	Prawf
		T	Copi o Dystysgrifau
		Rh	Rhoi Cyflwyniad
		G	Asesiad Grŵp
	Pwysigrwydd	H	Hanfodol
		D	Dymunol



Job Description



Faculty/Department	Information Services
Section	Digital Developments and Solutions
Job Title	Developer and Support Analyst
Reports to	Digital Solutions Manager
Grade	O&A5

Context

Information Services provides Digital Developments & Solutions, IT Infrastructure and Support, Libraries and Academic Support including digital learning and other information needs and services to enable our students and staff of the University to learn, research and work. Our purpose is to provide high quality and sustainable platforms, solutions and services that support, enable, and enhance the student and staff experience. This is achieved by embedding the University's values of being accessible, supportive, innovative and ambitious in all that we do.

The Digital Development and Solutions Team are responsible for business software application design, development and integrations of new and existing software implementations, database and application upgrades, project management on business systems projects as well as data analytics and digital developments. The team is also responsible for the transitioning of new developments, systems, and services to the live environment, ensuring knowledge transfer and handover to Service Desk for user support.

Principal Accountabilities

As an IT professional, the post holder's principle accountability is the development, implementation and maintenance of database information systems, maintaining and managing integration components between information systems and by helping departments deploy their information systems solutions. The post holder is also expected to help advance the University's digital strategy and support the achievement of the University's digital goals and objectives.

Key Tasks

- Develop, implement, and maintain new and existing application servers, database management systems and key student systems across the university.
- Develop and support a range of applications and interfaces which provide information systems using a range of programming skills including MS SQL, C#, php, Entity framework, MVC, Classic ASP and web technologies.
- Consult and work with business stakeholders/users from across the university to identify current operating procedures and to clarify program objectives, ensuring system enhancement requirements are understood and that systems meet institutional and stakeholder requirements.
- Consult with users to develop, test and implement code amendments and enhancements involving liaison with staff users to define testing scenarios to ensure that changes and developments are accepted (including test case and scenario documentation).
- Take the lead to convert several older coded bespoke systems into modern code or moving them towards an out the box system with integrations
- Working with Digital Solutions Manager to take solution designs and produce integrated solutions. Support and maintain systems on premise and cloud-based solutions.
- Provide analytical and problem solving skills for a range of technical and application environments, and provide effective business process and second line technical support to system users
- Responsible for writing documentation to describe custom configuration of applications and operating procedures and liaise with 3rd party application development consultants.
- Liaise closely with user departments on the implementation of new systems, including the establishment and management of projects.
- Verify database and data integrity ensuring all systems are backed up and accessible.
- Working with the Infrastructure and Cyber security Manager, ensure that database systems and application code is secure, and any security incidents are reported and investigated, implementing measures to prevent future incidents
- Maintain a demand plan for work requests coming in, prioritising jobs in conjunction with the Digital Solutions Manager and work to strict schedules and defined work patterns in order to meet institutional requirements.
- Provide effective and timely responses for core and bespoke services, via phone, email, MS Teams, and the ticketing system. Work closely with other teams and sections within IS to deliver quick resolutions to queries and problems.

- Ensure technical systems developments are conducted in a professional development environment with versioning, well planned rollouts, rigorous coding and function/load/security testing practices and code review.
- Contribute to IS project teams as appropriate, participate in the formal project management process, take responsibility for projects as agreed, and ensure other teams are aware of projects that may involve potential demands on them.
- Identify when expert advice is needed from other teams, based on the specialist needs of the client (i.e. software, data protection, copyright, security, compliance, research output, and legal and technical criteria when dealing with external companies).
- Participate in the planning of future services, identify emerging software development trends and make plans for their adoption and integration with the Digital Solutions Manager/Director of IS.
- Investigate and document security breaches, implementing measures to prevent future incidents and protect sensitive data.
- Support the Digital Solutions Manager in the provision of general applications support activities as required to ensure that the team provides high levels of service at all times.

Special Features

Evenings, weekend or out of hours support may be required from time to time. A flexible approach to working hours is therefore required.

Blended working arrangements can be put in place subject to the approval of the Digital Solutions manager.

General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

Job Title:

Developer and Support Analyst

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria				
Attributes	Item	Relevant Criteria	Identification Method	Rank
1 Skills & Abilities	1.1	High level of written and verbal communication skills with the ability to communicate technical information to non-technical audiences	A,I	E
	1.2	Highly organised approach to managing workload, with the ability to work calmly and systematically in a busy environment, prioritising work as required to meet agreed deadlines.	A,I	E
	1.3	Ability to apply systems analysis and design techniques in a structured manner to come up with solutions to strict deadlines.	A,I	E
	1.4	The ability to think dynamically and look at a holistic view of a system	A,I	E
	1.5	Ability to work independently and the ability to make decisions with minimal support.	A,I	E
	1.6	Ability to write clear and concise technical documentation including user guides, support documents and operational procedures.	A,I	E
	1.7	Excellent understanding of relational database systems, artitecture and products	A,I	E
	1.8	Ability to plan, schedule and balance a variety of tasks whilst delivering results and meeting deadlines.	A,I	E

2	General & Specialist Knowledge	2.1	Proficient and experience of using Microsoft Visual Studio Code, Microsoft Visual Studio, GIT, C#, PHP, Microsoft Management Studio and Postman.	A,I	E
		2.2	Extensive knowledge creating and maintaining web APIs.	A,I	E
		2.3	Experience coding, debugging, and maintaining applications of software development using Microsoft Visual Studio C#, php, MS SQL, Web applications, Database applications, Entity framework, MVC and Classic ASP.	A,I	E
		2.4	Experience of installing and maintaining MS Windows server based applications.	A,I	E
		2.5	Welsh Speaking	A,I	D
3	Education & Training	3.1	Degree (or equivalent) in an IT related subject or significant period of relevant professional experience.	A,C	E
		3.2	Evidence of continued professional development and commitment to training	A,I	E
		3.3	ITIL4 Foundation Certificate in IT Service Management and/or Project Management Qualification or willing to achieve within a reasonable timescale	A,C	D
4	Relevant Experience	4.1	Experience of management information systems and of implementing developments to these systems	A,I	E
		4.2	Experience of working in a busy/high volume environment	A,I	E
		4.3	Experience of working collaboratively with others, including 3rd party providers, to achieve objectives, recognising the different contributions other people bring to teamwork.	A,I	E
		4.4	Proven experience of delivering system solutions and projects to a successful conclusion, using recognised project management methodologies such as Agile.	A,I	E
		4.5	Experience of working in an ITIL-based environment and knowledge of ITIL equivalent to ITIL Foundation level;	A,I	E
		4.6	Experience of Oracle databases and PL/SQL	A,I	D

5	Behaviours/Competencies The role holder will be required to evidence that they can meet the qualities associated with the following behavioural competencies, as detailed within the AUA Competency Framework.	5.1	Managing self and personal skills Being aware of own behaviour and mindful of how it impacts on others, enhancing personal skills to adapt professional practice accordingly.	A,I	D
		5.2	Delivering excellent service Providing the best quality service to external and internal clients. Building genuine and open long-term relationships in order to drive up service standards.	A,I	D
		5.3	Finding solutions Taking a holistic view and working enthusiastically to analyse problems and to develop workable solutions. Identifying opportunities for innovation.	A,I	D
		5.4	Embracing change Being open to and engaging with new ideas and ways of working. Adjusting to unfamiliar situations, shifting demands and changing roles.	A,I	D
		5.5	Using resources effectively Identifying and making the most productive use of resources including people, time, information, networks and budgets.	A,I	D
		5.6	Engaging with the wider context Enhancing your contribution to the organisation through an understanding of the bigger picture and showing commitment to organisational values.	A,I	D
		5.7	Developing self and others Showing commitment to own ongoing professional development. Supporting and encouraging others to develop their professional knowledge, skills and behaviours to enable them to reach their full potential.	A,I	D
		5.8	Working together Working collaboratively with others in order to achieve objectives. Recognising and valuing the different contributions people bring to this process.	A,I	D
		5.9	Achieving results Consistently meeting agreed objectives and success criteria. Taking personal responsibility for getting things done.	A,I	D
Date of Revision					

Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment
	Rank	E	Essential
		D	Desirable

