Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Software Developer

Department/Division: Data and Technology Services **Accountable to:** Head of Design and Build

Job Summary
The Software Developer will be part of the Design and Build team which is responsible for designing and developing high-quality software solutions to the LSE.

The Software Developer will play an active and leading role in the full product life-cycle, from requirements gathering through to service transition and where necessary, the third-line support of sophisticated enterprise-level applications which support the School's core business.

They will also have in-depth knowledge of enterprise level technologies and be able to provide direction and guidance on the application of these technologies to both technical and non-technical colleagues.

Key tasks will include:

- To work as part of a team on the full software development life-cycle of projects – including analysis, design, production, testing, documentation, implementation and service transition.
- To produce both client-side and server-side applications/systems – typically web-based. We use a wide variety of technologies including NodeJS, AngularJS, Spring Boot, Groovy, Grails, Java, JDBC, SQL, XML/XSLT, HTML, Balsamiq and UML. Our Microsoft stack includes C#, .NET, ASP.NET and SharePoint. We use RabbitMQ for messaging. One is expected to be competent in a subset of these technologies and willing and able to pick up new skills.
- Provide some support (locating the cause of the problem) for software on which the Software Developer has played a lead role and for other software on which the Software Developer is sufficiently knowledgeable.
- Provide third-line support (debugging, bug-fixing) for software on which the Software Developer had a lead role and for other software on which the Software Developer is sufficiently knowledgeable.
- Provide support and sharing of knowledge to colleagues where required. In particular, in any area in which the Software Developer holds expert knowledge.
- To liaise with users and their colleagues, other staff within the Solutions group and other IT providers, and external organisations as appropriate.
- To keep skills and knowledge up to date both in relation to education and IT.
- Follow the working practices, standards and methodologies agreed by the team.

Duties and Responsibilities

Knowledge and Experience
- Have sufficient technology experience and expertise, especially in software analysis and design:
  - professional qualifications in related areas;
  - work experiences in related areas
- Become specialised in certain areas to act as a point of reference for others, both in education and IT:
  - programming languages and software libraries frequently used for development and maintenance;
  - other products and services commonly seen in higher education;

Communication
- Communicate effectively with staff at all levels in Data and Technology Services and other departments to ensure high quality services are delivered.
- Communicate and liaise with external suppliers and sector partners.
- Produce technical documentations to a high standard, including specifications for requirements and solutions, user manuals and other necessary internal notes/documents for knowledge base.
- Assist other staff of the department with regard to analysis, design and development of various systems and applications.
- Attend appropriate conference/seminar events and disseminate information gained.

Teamwork and Motivation
- To actively contribute to the management of data and technology through leadership or membership of appropriate working groups and project teams as required.
- To work as part of a team, supporting other team members and liaising with colleagues in Data and Technology Services and elsewhere in the School, where necessary.
- To take part in arranged training and team meetings.

Liaising and Networking
- Build and maintain effective working relationships with colleagues in Data and Technology Services, other Business and ICT managers and other departments for the mutual exchange of information, in order to embed and improve testing approaches and methods.
- Build and maintain relationships with external suppliers, consultants, sector partners and community peers to obtain knowledge of products, services and information relating to the delivery of data and technology services to the School.
- Ensure positive and proactive relationships between Data and Technology Services and colleagues across the LSE.

Service Delivery
- Provide analysis, design and development to a high standard in collaboration with clients and other Data and Technology Services staff.
- Provide support to a high standard for various systems and applications and sharing of knowledge to colleagues where required:
  - E.g. about the School's Institutional Portal (LSE for You) and the contents hosted within.
  - Other systems and applications developed by the Design and Build Solutions Specialists/Analyst ;
  - Other systems and applications developed by others in the team;
- Carry out routine tasks:
  - meetings;
  - demonstrations and presentations;
  - other office routine tasks

Planning and Organising Resources
- To organise own workload in order to meet agreed deadlines.
- To consider future industry trends and technologies in relation to advising on their bearing to the strategic plans the direction of Data and Technology Services and the School.
- Become familiar with relevant School IT-related procedures and policies (for example GDPR).

Initiative and Problem Solving
- To troubleshoot and resolve problems as they arise, for example, liaising with colleagues to resolve inaccuracies with documented methods and scripts.
- To support the Head of Design and Build in identifying and implementing methods of optimise Design solutions.
- Through contacts in other departments, develop and maintain an awareness of projects and activities across the School that require and/or impact on the delivery of Design and Build.
- To anticipate problems that could seriously compromise the success of business critical IT projects and to take the initiative to identify potential solutions, taking into account strategic implications of proposed solutions.
- Identify and contribute to resolving complex, technical, and sometimes new problems with the functionality of applications and services.
- To act as the focal point of technical expertise for Design and Build, being able to resolve complex technical issues and develop innovative solutions to problems.

Investigation, Analysis and Research
- To maintain a high degree of expertise and to stay up to date with technical, industry, legislative, and other developments involving Design and Build.
- To maintain awareness of new and emerging technologies and to develop such skills and knowledge as are required to evaluate, introduce, and develop new technologies to support the strategic plans of Data and Technology Services and the School.
- To identify relevant risks and ensure that these are recorded and managed appropriately.
- To effectively maintain expertise in technologies deployed at the School through on-going evaluation, testing and research, working with vendors and external sources of information where appropriate.
- To advise the Head of Design and Build on suitable products within the commercial market place to meet identified needs, to identify gaps that the commercial marketplace cannot fill, and to offer alternative solutions to a market approach as needed.
- To advise the Head of Design and Build on the relevance and suitability of new and emerging technical and operational standards to Data and Technology.
- To share knowledge and experience with peers in and outside of the academic community through regular attendance or presentations at relevant events and conferences.
- To participate in special projects and initiatives appropriate to the academic mission of the School, including involvement in relevant partnership projects both internally and externally.

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.