

Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

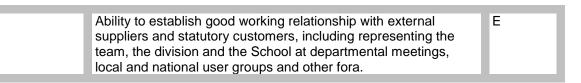
Job title: ARD Systems Developer

Department/Division: Academic Registrar's Division Accountable to: Student Systems Operations Manager

Competency	Criteria	E/D
Knowledge and Experience	A comprehensive knowledge of SITS Client and e:Vision including developing solutions in SRL syntax and SITS system tools.	E
	Experience in managing change in business processes and IT solutions as well as providing support and training.	E
	A comprehensive knowledge of the manner in which universities store and use complex data to support student administration and meet their aims and objectives.	E
	Experience in writing documentation including process maps, technical documentation and user guides.	E
	Experience of HTML and CSS.	E
	Awareness of Project Management and Business Analysis techniques (PRINCE2, Agile and Business Process diagramming).	E
	Experience with reporting tools (e.g. Business Objects, Tableau) to interrogate and produce complex reports about student data.	D
	Experience and understanding of university admissions processes.	D
	Awareness of UKVI regulations and requirements for universities.	D
	At least two of the following desirable requirements:	E
	Experience of writing SQL.	D
	Experience of Javascript and/or jQuery.	D

	Experience of XML/XSL.	D
	Experience of developing solutions for e:Vision.	D
	Experience of the IPP component within SITS.	D
	Experience of front-end frameworks such as Bootstrap.	D
	Experience of Salesforce CRM.	D
Communication	Ability to convey in both written and oral form technical and complex information in a clear and effective manner to staff at all levels with varying degrees of interest and skills, including to non-technical colleagues.	E
	Ability and confidence to provide expert advice and guidance about business systems, reporting tools, and business processes.	E
Service Delivery	Experience in providing a high-quality customer-focused service, to escalate and follow-up unresolved problems as required, working to defined service levels.	E
	Ability to communicate project progress and escalate issues appropriately.	E
	Ability to respond quickly to developing situations and to remain calm under pressure.	E
	Excellent interpersonal skills.	E
Planning and Organisation	Excellent organisational skills, including the ability to plan and manage a varied workload to meet deadlines in an efficient and effective manner and be self-motivated, communicating potential conflicts to line managers.	E
	Strategic planner and thinker able to plan, manage and execute sustainable solutions.	E
Initiative and problem solving	Ability to make constructive recommendations and devise creative solutions.	E
	A heightened attention to detail.	E
	Ability to resolve problems in a timely, effective and efficient manner.	E
	Able and willing to quickly gain a detailed knowledge of LSE's processes and how the ARD systems support them.	E
Liaising and Networking	Ability to develop a good working relationship with customer department and key stakeholders on a formal and informal level.	E





E – Essential: requirements without which the job could not be done.

D - Desirable: requirements that would enable the candidate to perform the job well.