



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
	<u>At least two of the following desirable requirements:</u>	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



	Ability to establish good working relationship with external suppliers and statutory customers, including representing the team, the division and the School at departmental meetings, local and national user groups and other fora.	E
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E – Essential: requirements without which the job could not be done.

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