



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: Senior SITS and Salesforce Developer (Integrations)

Department/Division: Academic Registrar's Division
Accountable to: Enterprise CRM & SRS Manager

Job Summary

ARD Systems is the largest Business Led Technology team at the School, and the largest IT development group Schoolwide.

The team are currently responsible for three of the School's main platforms, the Student Records System, SITS, including e:Vision and IPP application forms; the marketing platform, Marketing Cloud; and the enterprise platform, Salesforce. And through a newly established project, they will manage a fourth: the Exam Scheduling platform EventMap Optime Exam.

Team members are also skilled users of other applications such as BusinessObjects and Tableau, and manage integrations between systems within the remit of the team. Collectively, these applications are used to provide solutions for end to end business processes, and end to end services. The work they do underpins the day to day running of the School, and the School's LSE2030 strategy, with the enterprise Salesforce platform a key enabler to much of the strategies successful delivery.

The vast majority of the solutions the team provide are student related and are provided across all three strategic pillars of Education, Research and LSE for everyone. All prospective students, applicants, students and all staff are users of the teams systems, alongside organisations, sponsors and parents, which is the largest user base in the institution and with plans to extend to all alumni.

Although the team have responsibility for systems, much of the focus is on business processes and services, and business analysis skill, logic and problem solving is the rich vein that permeates across the work of all team members, with communication and analytical skill as critical as technical competence.

The **Senior SITS and Salesforce Integration Developer** post-holder will be responsible for facilitating the development of enterprise integration solutions that involve either SITS or Salesforce. Most of the work in this field over the initial period of this post will be facilitating the development of API endpoints in SITS to enable to the implementation of EventMap Optime Exam as the School's new exam scheduling solution. Development of these endpoints will be done working alongside the School's Integration team, in the central IT division (Data and Technology Services), and will be delivering mechanisms to consume and make use of SITS APIs in the School's enterprise integration platform Mulesoft.

The successful candidate is only expected to have experience of delivering API endpoint assets in either SITS or Salesforce at the time of appointment and will undergo an appropriate period of training before being expected to deliver work on the platform with which they are unfamiliar. All Mulesoft work is expected to be performed by colleagues in DTS.



The post-holder will also be expected to deliver inbound and outbound Salesforce integration processes in the latter half of their time in-post, principally to enable the viewing of exam timetables scheduled in EventMap Optime Exam in Salesforce in the new Student LSE for You Salesforce app which LSE launched in September 2023.

There are other projects in the pipeline which will also require development work of API endpoints over the duration of the contract, such as the Graduate Financial Support Application replacement which the post-holder will be involved with.

Through the duration of the post, the successful candidate will become an expert in all of the team's integration processes involving SITS and Salesforce and will offer technical leadership and guidance as to the best practices and methods of working in relation to delivery of integrations involving either of these two platforms. This will include familiarisation and maintenance of the team's legacy integration platform Informatica and the many SQL-based ETL processes that are currently running through it.

The post-holder will understand and advocate for the generic API-driven approach of integration solution delivery and avoid implementation of costly and hard-to-support point-to-point integration solutions.

Duties and Responsibilities

1. Lead the development of SITS and Salesforce API endpoints for consumption through the School's enterprise integration platform (Mulesoft), principally using StuTalk in SITS as well as using Salesforce technologies.
2. Provide technical leadership and direction to the team in relation to the development, maintenance and support of integrations, and help cultivate an understanding of the best-practices and methods when developing APIs for the student records system or CRM.
3. Work alongside the Senior SITS Developer and Senior Salesforce Developers to implement robust integration solutions that follow the established design principles for the team, while also adhering to the integration best-practices established by DTS, such as ensuring the School's Canonical Data Model is kept up-to-date and accurate.
4. Maintain an expert knowledge of the integration processes the team are responsible for in both SITS and Salesforce, following an appropriate period of training on whichever platform is less familiar to the appointed candidate.
5. Act as a champion and advocate for the School's agreed integration strategy, wherein the School aims to avoid delivery of (and replace existing) point-to-point integration solutions and instead delivers generic API-based capabilities that can be re-used and leveraged with the centrally managed Mulesoft platform.
6. Ensure data integration developments in and out of SITS and Salesforce are adequately documented and supportable, and comprehensive handovers to the support team are conducted ahead of going live with new solutions.
7. Undertake maintenance tasks as required on existing integration solutions across SITS StuTalk configurations, Salesforce Platform Event/Flow/Apex solutions and Informatica SQL ETL jobs.



8. Be one of the primary project technical lead for projects where API development forms part of the requirements, liaising with external suppliers where required, and with internal subject matter experts at all levels of seniority. This will involve translating complex technical information and interdependencies, and conveying succinctly the impact of key decisions on complex interrelated system-based processes.
9. As directed by the Head of Enterprise CRM & SRS and the Enterprise CRM & SRS Manager, sign-off project plans, sprint plans, high level and low-level requirements, and solutions designs from a technical perspective.
10. Be a lead contributor to the solutions design process for the team's platforms ensuring appropriate consideration and adherence to the team's and School's architectural principles including security, accessibility and user centric design.
11. Specific responsibility to ensure integration solution design decisions are strategic and positively impact the delivery of generic component solutions that can be optimally utilised by teams schoolwide in the long term, enable tailoring to specific business needs, facilitating data privacy by design, and a common approach to common problems and thereby reaping a maximum return on investment for the School's platforms.
12. Ensure a logical consistent method to problem solving to find solutions to meet often complex business processes, and deliver for complex interrelated processes and services, including undertaking analysis and research for methods to resolve problems and issues ensuring the team are building on best practice while facilitating any justified uniqueness of LSE.
13. Be the penultimate escalation point for technical issues with existing integration processes remediating and resolving problems, and ensuring there are plans for long term systemic fixes.
14. Contribute to the ongoing development of the School's IT portfolio by being a lead contributor to the discovery process for Salesforce related programmes and projects related to the wide area of the teams responsibility, including undertaking options appraisals, and providing resource estimates and delivery options for business cases.
15. Enacting business continuity and disaster recovery plans and processes for the services and systems of the team, including leading on security incidents and escalating to senior colleagues as required.
16. Liaise with suppliers, including escalating platform issues and raising enhancement ideas, particularly to Education solutions making use of SITS and/or e:Vision.
17. Represent LSE in user groups and forums, and present at national and international events.
18. To deputise for the Enterprise CRM & SRS Manager and the Head of Enterprise CRM & SRS as required.

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.