



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: Senior SITS and Salesforce Developer (Integrations)

Department/Division: ARD Systems
Accountable to: Enterprise CRM and Student Records System Manager

| Competency | Criteria | E/D |
|---------------------------------|--|-----|
| Knowledge and Experience | Either: Comprehensive knowledge of the SITS ecosystem including and developing solutions for SITS client and/or e:Vision | E |
| | Or: Significant experience of developing enterprise-grade solutions for the core Salesforce platform | |
| | The ability to effectively translate user requirements into a cohesive solution design | E |
| | Advanced understanding of SQL and/or Salesforce SOQL | E |
| | Experience in writing documentation including process maps, technical documentation and user guides. | E |
| | A detailed understanding of the principles of university assessment processes and how they relate to the scheduling of exams | D |
| | Experience debugging APIs with Postman or similar software | D |
| | <u>If applying with SITS experience, at least two of the following desirable requirements:</u> | |
| | Experience of StuTalk Web Services | D |
| | Experience of SITS Workflow tool | D |
| | Experience of the StuTalk Publish and Subscribe component | D |
| | Experience of building Rest APIs | D |
| Experience of XML/XSL | D | |



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| | <p><u>If applying with Salesforce experience, at least two of the following desirable requirements:</u></p> <p>Experience of building Salesforce Platform Events</p> <p>Experience of building solutions with Salesforce Apex</p> <p>Experience of building solutions with Salesforce Flow</p> | <p>D</p> <p>D</p> <p>D</p> |
| Communication | <p>Expertise in effectively conveying and directing architectural approaches to technical colleagues at all levels of seniority.</p> <p>Expert communication and engagement skills, including the ability to provide written and verbal communications to a wide range of technical and non-technical stakeholders.</p> <p>Expertise in determining the appropriate level of detail needed in communication.</p> <p>Expertise in dealing sensitively and fairly with escalated calls from users, including on particularly difficult and sensitive issues.</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> |
| Team Development, Teamwork and Motivation | <p>Expertise in developing the skills and capabilities of staff including identifying training and developments opportunities and leading team members in their work</p> <p>Can collaborate with other technical team members in the solution design process to reach the most effective solution</p> <p>Influences colleagues across the School in the technical development and operational use of technology within the team's remit</p> <p>Acts as a role model for team members demonstrating enthusiasm, school values and professional discipline</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> |
| Service Delivery | <p>Expertise in defining service levels, communicating project progress, and escalating issues appropriately both internally and with suppliers.</p> <p>Experience in providing a high-quality customer-focused service, to escalate and follow-up unresolved problems as required.</p> <p>Expertise in responding quickly to developing situations and remaining calm under pressure.</p> | <p>E</p> <p>E</p> <p>E</p> |
| Planning and Organisation | <p>Excellent organisational skills, including the ability to plan and prioritise a varied workload to meet deadlines in an efficient and effective manner both personally and of project teams.</p> | <p>E</p> |



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| | <p>Highly flexible and agile to meet changing demands and priorities.</p> <p>Strategic planner and thinker able to plan, manage and execute sustainable technology architecture and solutions.</p> <p>Expertise in managing resources.</p> | <p>E</p> <p>E</p> |
| Initiative and problem solving | <p>Actively contributes to the strategy and change programmes in the Division and School.</p> <p>Proactively identifies, analyses, and appraises options to resolve problems or realise opportunities and decides on effective, secure, scalable solutions</p> <p>Works under broad direction and takes responsibility for completion of tasks on a day-to-day basis including delegation to project team members</p> <p>Evaluates risk, assumptions, issues and dependencies to make strategic decisions on solutions design and delivery</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> |
| Liaising and Networking | <p>Expertise in developing excellent working relationships with internal customers, other HEIs, and external suppliers at all levels, technical and non-technical, including representing the School at national and international events.</p> <p>Experience of chairing meetings, leading solutions design and change board meetings, workshops and training sessions.</p> | <p>E</p> <p>E</p> |

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

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