

Programmer

Grade 8

About the Service

Staffordshire ICT defines and delivers an ICT strategy that is directed by the ambitions of the County Councils Strategic Plan and in year Business Plans.

The ICT strategy defines how Staffordshire County Council will exploit to best effect its use of Information and Communication technology with particular emphasis on how “Digital Transformation” can enable the Council to deliver services in a fundamentally different way that radically transforms Citizen Interactions and the delivery of services in a digital era.

Such transformational change embracing cloud computing, mobile working and Information sharing requires strong leadership to understand and remodel cross organisational service delivery focussing on the whole system and designing this from a citizen perspective. Inevitably such change calls for complex change management and negotiation skills to ensure successful and integrated delivery across public sector partners and private sector supplier organisations.

Whilst the role of ICT in digital transformation is critical to long term organisational success and sustainability, the ICT function must also ensure that its delivery of the core ICT service is efficient, secure and reliable as the impact of technological or cyber security related failure is catastrophic to the productivity of the organisation. Robust management of ICT services and in particular the effectiveness of Cyber Security defences is paramount to the effective delivery of the councils legislative responsibilities.

About the Role

This post will work within one of the Web Applications and Data Warehousing Development and will develop digital solutions through application management, system development, database design, technical authoring, consultancy, programming, software engineering, software process improvement, management information reporting, project management and testing and interfacing with the wider ICT community for deployment, user support, technical support and other services. The post holder will need to have a development background in one or more of the core systems or technologies.

This role will work on most of the areas within the application management life cycle and require a good knowledge of structured programming methodologies. In addition, the post holder will be required to have a good understanding of Microsoft .net, Visual Studio, SQL Server, Office 365 Power Suite development tools and Agile Scrum development techniques. This post will use a systematic, disciplined and analytical approach to problem solving and require good attention to detail. A broad understanding of the activities of the Council and its business functions is required together with good interpersonal skills and confidence in dealing with customers and users. Specific Business knowledge will be desirable for one or more of the Core systems with the ability to problem solve and support specialised users to a high level of quality.

Individuals will need to be flexible in their approach and take on new skills and activities to reflect changing business needs driven by demand.

Reporting Relationships

Responsible to: Development Manager

Key Accountabilities:

1. Design, develop, support and maintain ICT business systems, solutions, integrations and management reporting in an Agile environment, to support the delivery of Digital Business services and to achieve the ICT programme in-line with the ICT strategy, ICT Project and Change process, Release Management approach, Council's development practices and enterprise architecture
2. Evaluate and undertake impact analysis on technical options under the guidance of the Development Manager and provide input in proposing technical solutions within area of expertise in line with the ICT Enterprise Architecture and ICT Strategy;
3. Take technical responsibility for most stages of the application management life cycle for development of all types of systems covering: investigation, analysis, specification/defining user stories, design, construction, testing, implementation, support and maintenance;
4. Participate in daily scrum, sprint review and sprint planning meetings as required.
5. Be involved in the organisation, definition, documentation and execution of one or more small to medium sized projects. Monitor all activities against plan, providing regular and accurate reports to management and customer/user management as appropriate;
6. Select appropriately from available standards, methods and tools and apply them in an intelligent and effective way in order to achieve well-engineered products which exhibit the necessary attributes such as fitness for purpose, reliability, efficiency, security, safety, maintainability and cost effectiveness;
7. Adopt appropriate standards and methodologies that are in place for system development and ensure that all work is documented using appropriate standards, methods and tools, including prototyping where appropriate and ensure that ICT documentation and management systems are kept up to date;
8. Attend and assist in meetings, workshops and presentations for a wide variety of technical and non-technical audiences, demonstrating a professional

approach and high quality communication and persuasive skills;

9. Contribute to, project and quality plans, cost benefit analyses and risk analyses taking account of the requirements for functionality versus the constraints of time, cost and quality;
10. Assist the Business users in the Analysis stage of the software lifecycle; and where appropriate provide post training user support and assist in the ICT change management process;
11. Develop close working relationships with other ICT teams, Product Owners and key stakeholders, in order to gain valuable knowledge of the solutions and business processes in core areas;

ICT Specific

- Keep abreast of developing ICT and other technical and professional improvements, regarding service delivery, in both the public and private sectors.
- Participate in and represent ICT in the full range of Directorate and County Council activities including working groups and other initiatives as required from time to time.
- Promote and encourage the integration of ICT and ICT governance into the Council's business and planning processes.

Person Specification

Qualifications/Professional membership

- Educated to Degree level or equivalent in an ICT related discipline or equivalent experience

Knowledge and Experience

- Demonstrable experience of working in an ICT development environment
- Demonstrable experience in the use of development tools, application development methods, techniques and standards
- Significant knowledge and proven experience of software development, data warehousing and reporting, integration and systems implementation, including relevant technology, techniques. The particular technologies include Microsoft .Net, Visual Studio, SQL Server (including SSRS, SSIS, SSAS), Microsoft Office 365 (including the Power Suite)
- Good understanding of the Agile Scrum framework methodology
- Experience of Change Management including analysing business processes, recommending and implementing changes.
- Understanding of project management skills, able to demonstrate involvement in the successful delivery of one or more small sized projects
- Ability to actively participate in workshops, and other similar gatherings

Skills

- Effective written, oral and presentation communication skills for any audience
- Capable of working on own initiative, motivated in learning new skills for personal development and sharing knowledge with others
- Professional approach, highly motivated self-starter with a drive to succeed, demonstrating a positive 'Can do' attitude
- Dynamic, flexible and willing to multi-task, with the ability to deal with a range of issues and conflicting demands and work to tight deadlines, under pressure to meet targets
- Highly developed interpersonal skills, including negotiation, influencing and diplomacy, with an assertive approach, able to deal with difficult situations calmly
- Proficient at building good working relationships
- Proven ability to successfully motivate self to deliver agreed objectives, action and results oriented, Team player.



- Committed to developing and delivering quality systems on behalf of the County Council and its users
- Committed to Customer focussed delivery
- Availability and willingness to work flexible / additional hours when required to meet demands

The content of this Job Description and Person Specification will be reviewed on a regular basis.