Senior Web Developer

JOB DESCRIPTION

Job Title	Senior Web Developer
Department	IT Services
Faculty	Professional Services
Location	8 Bedford Square
FTE	1.0 (35 hours/week), full-time
Grade	6
Reports to	Web Services Manager
Job summary	The post holder will play a key role in the development and maintenance of web applications

Overall Purpose of the job

The post holder will be responsible for supporting, maintaining, and developing the School's web-based systems, research databases, analytics, and social media tools. S/he is a member of the Web Team within IT Services, creating and implementing web applications and providing day-to-day support for the technical functionality of the School's web-based systems.

The post holder will support, maintain and develop the School's content management systems and digital services (including mobile computing and social media; contribute to the structure and content architecture of the School's websites and core systems; and, with other members of ITS, ensure service availability within SLAs.

Responsibilities include:
- Identifying user and system requirements for new applications and enhancements to existing applications
- Creating wireframes to decide on layouts and program workflows, meeting with key stakeholders
- Prioritising software development projects, setting timelines and co-ordinating tasks with team members
- Providing second and third-line support for web applications for a broad range of users
- Mentoring junior web developers
- Ensuring software documentation is up to date

Principal Duties and Responsibilities (Examples)

Communications

- General communication with members of the supported functional areas, IT Services staff and stakeholders of the systems and platforms that the role supports
- Explanation of systems and procedures to members of the functional areas, IT staff and other School staff in general through formal presentations and meetings
- Liaison with external contacts on support and development of the supported systems through presentations and meetings, user-groups, etc.
- Delivering formal and informal training to stakeholders of the systems, either on a one-to-one basis or to small groups
- Drafts and sends targeted communications to groups of users on behalf of the web team to advise on services and systems. Is able to summarise and simplify technical and complex information in order to communicate effectively with non-specialists.
- Produces technical specification documents, system documentation, change logs, etc.; recorded either in standard document format or through web-based collaboration systems
- Create or maintain stakeholder-focused support documentation, offering a knowledgebase for reference and other self-help materials
- Research and briefing documents based on the analysis of stakeholder requirements and/or system developments
- Change and system development log maintenance
- Provision of detailed specialist technical advice by telephone and in person frequently involving conveying complex concepts to non-specialists.
- Liaison with other specialists within the department and across the School in order to resolve complex technical issues for users e.g. Applications and Support Officers, Core Systems and Infrastructure Team.
- Regularly resolves complex technical enquiries by e-mail and through TOPDesk CRM system by establishing the problem and providing detailed step by step instructions in a range of specialist areas.
- Employs specialist knowledge to present complex information in an accessible written format.

Teamwork and Motivation

- Work closely with the Web Services Manager in order to plan work on day-to-day and project-based initiatives, contributing flexibly to the requirements of the role and the goals of the team
- Assist knowledge sharing within the team by participating in code reviews
- Contribute to the continuous improvement, re-engineering and implementation of processes, tools, technologies, conventions, standards, policies, and Standard Operating Procedures (SOPs) as needed
- Provide guidance and mentoring support for junior web developers

Liaison and Networking

- Train and give guidance to staff on the use of the applications (either existing or new ones)
- Liaise with IT Services colleagues, suppliers of IT equipment, software, security systems.
- Liaise independently with staff seeking to use the systems and services offered by the IT Services department
- Collaborate on projects which require inter-team and inter-departmental working

Service Delivery

- Respond to requests from users both in and outside LSHTM.
- System maintenance and process improvements, including security back-ups
- Design, implement, and maintain the School's core web systems
- Design, implement, support, and maintain solutions to integrate current and any future School systems
- Provide problem resolution and support request fulfilment against agreed standards and KPIs e.g. by ensuring timely resolution of helpdesk calls
- Act as a point of contact for matters relating to core web infrastructure and their associated systems
- Capture stakeholder requirements for changes and enhancements to core web systems and/or infrastructure. Understanding the users' needs is key to delivering a tailored and efficient solution
- Assess future directions and developments required for the core systems. Plan for and advertise changes and enhancements to the systems
- System monitoring, diagnosis, and problem resolution
- Monitor and stay abreast of technological, legal, and operational changes
- Observe and comply with all LSHTM policies and regulations, as well as regulatory requirements.

Decision Making

- Independent decisions about the development of systems to be used.
- Major decisions will be made in agreement with the Web Services Manager

Planning and Organising

- Co-ordinating the process of creating and developing web applications, from initial planning, to choosing and sourcing relevant software, choosing software libraries or packages, to writing the code.
- Act as project lead for web systems and infrastructure projects. This requires use of designated documentation and communications frameworks, the effective use of resources available (both internal and external to the team) and the monitoring of progress.
- Ensure the maintenance of records and detailed documentation of all integrated systems to facilitate the testing, management, installation, and configuration of these services

Initiative and Problem Solving

- A key area of the role is to capture stakeholder requirements and analyse these to allow the creation of high-quality web applications and features. This may involve not only information gathering (directly or from other members of the team), but in-depth analysis of system & business processes. This will require the use of comprehensive data modelling techniques and workflow analysis, to devise and provide pertinent and innovative solutions that support and develop the system.
- The role requires that problem-solving & fault-finding, as well as general support, are core components of the support of the web systems. This would manifest itself on a day-to-day basis as general and technical administrative tasks and the decisions to be made as and when to apply solutions. In-depth technical expertise is required, covering web system infrastructure, both from an application and operating system point of view, utilising proactive reporting and alerting tools and the analysis of system logs and monitoring facilities.
- The role would be expected to devise innovations that could be applied to the supported web systems and infrastructure, either from a technical or business process point of view.
- The role holder will assist in the creation of comprehensive test and development environments for all supported systems and will engage with IT Services change-control procedures.
- The role will require independently identifying and solving problems and failures of web applications/databases/servers.
- The role holder will be expected to pro-actively maintain their knowledge of current technologies and must be aware of common and current threats to data and application security

Analysis and Research

- Capturing stakeholder requirements and analysis of these to formulate future developments, relating to all the supported web systems and infrastructure
- Use of formal data modelling techniques and workflow analysis to work out the best way to apply potential solutions and/or developments

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Job Title: Senior Web Developer
Department: IT Services

E = Essential: Requirement without which the job could not be done
D = Desirable: Requirements that would enable the candidate to perform the job well

A = Application form
I = Interview

Education, Qualifications and Training		
Degree or equivalent in computer science or equivalent practical experience	E	A
Excellent knowledge of English	E	A
Hold a relevant IT services management qualification e.g. PRINCE2, ITIL	D	A
Experience		
Project delivery in a complex environment	E	A/I
Experience of the Agile IT software development cycle, including using tools such as JIRA	E	A/I
Working within a customer support role and providing excellent standards of customer care	E	A/I
Working in a public sector/educational environment	D	A
Experience of successful stakeholder management	E	A/I
Technical Skills		
Full-stack development experience in design and implementation of web-based applications using Linux, Apache, MySQL, PHP 5.6 and 7, (HTML/CSS/JavaScript)	E	A/I
Experience with PHP MVC frameworks such as Laravel/Lumen, CodeIgniter, Yii2, Zend	E	A/I
Experienced in writing web services (SOAP XML and RESTful APIs)	E	A/I
Experience of working in Linux environment (Apache web server configuration, maintenance, trouble shooting and rewrite rules, creating scheduled tasks). Servers run SLES and Ubuntu	E	A/I
Experience of creating and managing domain names	D	A
Experienced in maintaining, refining, and improving pre-existing code (not re-inventing the wheel)	E	A
Experience with front-end JavaScript libraries such as Angular2+, jQuery, VueJS	E	A/I
Experience with source control using git – GitHub/BitBucket/etc	E	A
Experience with Continuous Integration (version control, unit testing, software release), software quality, code security, debugging techniques and application profiling tools	E	A/I
Knowledge		
Mentoring and training skills	D	A
Excellent written, verbal and organization skills	E	A
An understanding of the legal framework pertaining to digital services e.g. copyright, disability compliance, GDPR	E	A
Personal Qualities		
Excellent interpersonal skills and the ability to build and sustain effective professional working relationships within IT and wider business environment	E	A/I
Strong focus on customer care, including the ability to explain technical information to non-specialists	E	A/I
Ability to manage priorities, deadlines, and time critical situations for multiple projects and clients.	E	A/I
An ability to identify and prioritise business requirements and successfully deliver them within the framework of IT development practices	E	A/I

ASYLUM AND IMMIGRATION STATEMENT

The School will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications.   Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found at:
https://www.gov.uk/guidance/immigration-rules/immigration-rules-appendix-skilled-worker