



JOB DESCRIPTION

Job Title: Web Analyst Programmer	
Department /Division/Unit: ITS	
Faculty/Professional Service: Central Services	
Location: 8 Bedford Square	
Reports to: Web Services Manager	
Responsible for: n/a	
Full Time/Part Time/Casual: Full Time	Hours: 35 hours
Grade: 5	
<p>Overall Purpose of the job</p> <p>Working in the Web Services team, the Web Analyst Programmer is responsible for the management and administration of the School's Content Management Systems; this also includes:</p> <p>Management of web servers and their configuration. Responsible for the management and maintenance of our centralised WordPress websites.</p> <p>Management and maintenance of online forms that are used throughout the School, based on PHP language.</p> <p>Management of the Intranet website as well as the management and setup of team and research sites.</p> <p>Responsible for the support and maintenance of the School's applicant portal.</p> <p>Responsible for the management and maintenance of the School's profiles and research databases</p> <p>Maintenance and management of the search engine and the optimization of search configuration.</p> <p>In conjunction with the Web Services Manager and Senior Web Developers, contribute to the planning and maintenance of our centralised coding repository.</p> <p>S/he is a member of the Web Services Team, leading and implementing web development projects and providing day-to-day support for the technical functionality of the School's web systems</p>	

The role holder deputises for the Senior Web Developer, playing an important part in contributing to the use of new and emerging technologies that benefit the School.

Principal Duties and Responsibilities

Communications

General communication with members IT Services staff and users of the IT Systems across the School

Explanation of web systems and procedures to IT staff and, as appropriate, other School staff in general through presentations and meetings

Liaison with external contacts on the maintenance of the Schools centralised SharePoint application, through meetings, user-groups, conferences, etc.

Delivering technical briefings to IT and relevant staff on the use and management and administration of blogging websites. Delivering informal training to stakeholders of the systems as required

Email communications and documentation in general

Technical specification documents, system documentation, change logs, etc.; recorded either in standard document format or through web-based collaboration systems

Establishment, maintenance and development of a set or system of support documentation, offering a knowledgebase for reference and other self-help materials

Development changes and deployment into live systems via the use of version control updates and communication with the Change Advisory Board.

Teamwork and Motivation

Build strong relationships with all members of Web Services Team and the wider IT Services team

Liaison with the Web Services Manager and other key team members 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

Liaison and Networking

Liaison with key staff across the School in order to act as a point of contact on all matters relating to the software development and management of web applications.

Liaison with members of IT Services as required to contribute to strategic and operational planning and to facilitate information-sharing and exchange and to expedite problem-solving

Liaison with members of the Customer Support Team in order to accomplish and deliver effective regimes for equipment preparation and procurement lifecycles

Liaison with external suppliers on matters of software development, act as a primary point of contact for matters relating to the support of SharePoint and Drupal. Liaison with and contribution to internal and external user groups and conferences supporting these systems.

Service Delivery

Manage and maintain the School's key systems and digital services

Manage and maintain the School's Gateway system to showcase research expertise within the School.

Contribute to the development of these core systems and their integration potentialities; providing input to strategy & planning for these systems in the context of wider IT and School strategy

React in a timely and effective manner to requests for problem resolution and development tasks

Act as a primary point of contact both inside and outside the IT Services Team for all matters relating to content management support,

Webs applications and services monitoring, diagnosis and problem resolution

Decision Making

Work with users and other interested parties across the School with an interest in the development of an enhanced delivery of digital services in order to contribute to their future development and direction. Participate with the development of policy and planning that will provide for ongoing web applications enhancement and development

Procurement management; provide input on policy and management of procurement of any School-sourced web applications. Provide input to the planning and direction to regimes for applying bug fixes and upgrades to all supported digital applications.

Planning and Organising

Plan your own day-to-day workload, with direction from the Web Services Manager. Contribute to the team's forward work-planning and resourcing

Responsible for the providing input to the software development planning cycle

Provide input to longer term planning frameworks, such as the IT Services strategic plan, in order to ensure that web application frameworks are effectively considered within the medium to longer term timeframe

Ensure the maintenance of records and detailed documentation of all supported services to facilitate the testing, management, installation and configuration of these services

Manage your own continuous professional development, internal collaborations and external networks, in order to contribute to service quality, research excellence and innovation.

Initiative and Problem Solving

The role requires that problem-solving & fault-finding, as well as general support, are core components of job. 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.

The role would be expected to contribute to devising innovations that could be applied to the supported web services and content management systems, either from a technical or developmental point of view.

Contribute to the maintenance of a comprehensive test and development environment for all supported web applications, including appropriate change-control procedures. Test on a regular basis, backup and disaster recovery solutions, as appropriate, to guarantee the rapid restoration of services in the event of failures

Analysis and Research

Capturing user requirements and analysis of these in order to formulate future developments, policy and strategy relating to all the supported services and content management systems

Contribute input to standard procedures and best-practice in relation to the use of all web applications.

Ensure all outputs comply with current web and legislative standards, including good accessibility practice. Encourage contributors to adopt good practice, working with IT and HR Partners to disseminate information as appropriate.

Teaching and Learning Support

Be prepared to contribute to or provide one-to-one training for IT users on the use of SharePoint

Be prepared to contribute to or deliver training to small groups on using some of our supported web services

Produce training and hand-out material where appropriate, to support learning and system development opportunities

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all School policies, procedures, Regulations and employment legislative requirements are adhered to including equality and diversity and health and safety

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.

Asylum & Immigration Statement

The School will comply with the Immigration, Asylum and Nationality Act 2006, 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.

This role does not meet the minimum requirements set by UK Visas and Immigration to enable sponsorship of migrant workers. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.

Further information about Certificate of Sponsorship and eligibility to work in the UK, can be found at: www.ukba.homeoffice.gov.uk/employers/points



PERSON SPECIFICATION

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

Applicants will be shortlisted solely on the extent to which they meet these requirements.

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Competency	Evidence	E/D
<i>Education, Qualifications and Training</i>	<ul style="list-style-type: none"> Hold an undergraduate degree or have equivalent practical experience Hold a postgraduate degree in a relevant discipline or have equivalent relevant experience 	<p>E</p> <p>D</p>
Experience	<ul style="list-style-type: none"> Clear understanding of the principles of good user interface design and web accessibility. Developing online/digital technologies, databases and data-driven web applications. Content Management System support e.g. Wordpress and Drupal Developing/testing websites that include server-side scripting and database integration Database design and implementation Dealing effectively with complex technical enquiries and requests 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

Web Analyst Programmer August 2016

	<ul style="list-style-type: none"> Gathering project requirements and producing technical specifications Linux/Apache web server configuration and administration PHP MVC Frameworks e.g. CodeIgniter/Laravel Working knowledge of PRINCE2 Working knowledge of ITIL Fluency in (X)HTML, CSS and JavaScript, plus PHP (including version 5 and OOP) and MySQL skills Proven skill in the programming and interacting with API web services Proven skills in the use of web based and mobile technologies SharePoint management and support 	E E E D E E E E D
Knowledge	<ul style="list-style-type: none"> Data Protection and Copyright law as it applies to web development 	E
Personal Qualities	<ul style="list-style-type: none"> An eye for good web design and awareness of good practice (including accessibility, usability and compliance issues) An ability to relate business requirements to business application development A focus on results – and consistent delivery of projects to specification, on time and to agreed quality 	E E E

	<ul style="list-style-type: none"> • Confidence in operating in an environment of change 	E
	<ul style="list-style-type: none"> • Well developed communication skills: verbal, written and in presentations. The ability to sell ideas or benefits and build persuasive arguments based on data, logic and the objective merits of solutions 	E
	<ul style="list-style-type: none"> • The ability to build and sustain effective professional working relationships within IT and wider business environment 	E
	<ul style="list-style-type: none"> • A strong customer focus – demonstrating a thorough understanding of customer needs 	E
	<ul style="list-style-type: none"> • The ability to look continuously for opportunities for improvement and to develop strategies for change to influence and shape the future direction of the business – adapting thinking and behaviour to suit the requirements of different situations 	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well