IT Systems Analyst / Software Developer
Location: Exeter /Newton Abbot /Honiton
Salary: £31,401 to £34,106 per annum
37 hours per week
Permanent

About Strata
Strata is a new and exciting IT company with over 70 employees based throughout its Head Office in Exeter and other sites in Newton Abbot and Honiton.

Strata has invested heavily in hardware and software delivery platforms and is now proud to offer its local government customers some of the latest technology around virtualisation, application delivery and mobile working.

About the Role
We are looking for an experienced IT Systems Analyst/Software Developer to join our 20 strong Business Systems' Team. The role will be responsible for supporting and maintaining Financial, HR and Records Management systems in use across 3 large organisations.

As well as maintaining these systems you will also be expected to integrate a range of Finance, HR and other records management systems, with third party systems (such as websites) using recognised integration techniques including, APIs, Web Services, Batch Processing and direct database integration using SQL Server Integration Services.

The role will require you to have strong business skills to consult with users to identify current operating procedures and to clarify program objectives. You would be responsible for reviewing, analysing and modifying systems including encoding, testing, debugging and installing to support application systems.

The role will also require you to be proficient in writing documentation to describe custom configuration of applications and operating procedures to enable Support Staff to expertly provide System Support.

Strata are strong believers in investing in training and skills for our staff and provide access to a range of on-line training courses as well as specialised trainer-led courses on a wide variety of technical and soft skills. The role also offers a generous pension scheme and holiday entitlement.

This role can be based at either Exeter, Newton Abbot or Honiton and will be agreed with the successful candidate although some travel between sites will be required. Our Exeter office is located in the city centre and ideally situated for shops and restaurants and all public transport connections. Alternatively our offices in both Newton Abbott and Honiton are both easily accessible and parking is available. Our offices in Honiton are new with modern facilities and will be fully open for business in February 2019. We also offer a cycle to work scheme.

About You
You'll be an experienced IT Systems Analyst/Software Developer specialising in supporting and maintaining Financial, HR and Records Management systems and have a good standard of education and a passion for delivering high quality IT solutions to meet complex user requirements.

With a good knowledge and experience of working with a range of development tools such as Visual Studio, you'll be able to deliver solutions using a range of languages and frameworks, and have experience of successfully integrating a range of systems. You'll also have a solid understanding of how to troubleshoot and resolve issues for a variety of software systems.

You must be able to work effectively with customers to understand their business requirements and rely on your experience and judgment to plan and accomplish goals to work with them during and after implementation of any solutions. Experience of delivering projects using a recognised project management technique such as Prince 2 or SCRUM would be an advantage.

A driving licence and own transport is essential (although reasonable adjustments may be possible) as you will be required to travel regularly to attend meetings at our other sites.

Apply
To apply, please send your CV to careers@strata.solutions.

For an informal discussion about the position please contact David Sercombe, on 01626 215216 or email david.sercombe@strata.solutions For a job description please visit http://strata.solutions/, or alternatively, if you do not have internet access call 01395 517553.

JOB DESCRIPTION and PERSON SPECIFICATION

Post title: Systems Analyst

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Grade & Salary: 6   (£31,401 - £34,106)

Responsible to: Principal Systems Analysts

Responsible for: No direct reports

Strata purpose: Provide Strata's customers with strategic IT leadership and professional, resilient and cost effective IT services to help them meet their corporate objectives.

Job Context

A Systems Analyst will provide the ICT-related services of business analysis, project management, business process re-engineering (BPR), software application management and IT systems redesign, integration and support to all areas of Strata and its customers. They will be part of a small team lead by a Principal Systems Analyst.

There are 3 Principal Systems Analysts reporting to the Business Systems Manager. Each is responsible for the set of business applications associated with areas of Council business and a team of Systems Analysts supporting these applications. For example, one team may be supporting all financial applications and support the Revs and Bens, Accountancy, Cash Receipting, Payments, Banking, Payroll and HR areas of the Councils.

This Job will be based primarily in the team supporting the Finance and HR applications. Typical tasks include
- Support, maintain and upgrade a range of Financial and HR systems.
- Introduce new or replacement Finance and HR systems as required.
- Integrate in-house developed or third party systems with the range of adopted finance and HR systems using various integration technologies such as Web Services, batch loading data using structured file formats, SSIS Jobs, APIs.

Job purpose:

Design, develop, implement, support and manage a range of systems, interfaces and integrations to and between the third party business IT systems.

Manage assigned projects in a professional and customer focused delivery process.

The scope of this role includes accountability for a range of bought-in and home-developed business software for a defined area of Council business.

Core accountabilities:

1. Providing advice and guidance on business systems to team members and customers.

2. Deliver, maintain and support a defined range of IT business systems supporting specific areas of Council business that meets the needs of Strata's customers in all respects and comply effectively with Public Secure Network (PSN) requirements.

3. Ensure that all personally supported systems have a lifecycle roadmap, and that requests for amendments and enhancements are properly authorised, change managed, and implemented in accordance with installation, release, and change control standards.

4. Carry out formal project management, within Strata's Prince2 methodology, of simple to moderately sized projects involving council-wide staff, suppliers and Strata staff.

5. Carry out business analysis of customer requirements, including mapping and re-engineering business processes in close conjunction with customers, and organising and carrying out the changes to systems, documentation, etc, as required to make the new processes effective in the IT systems.

6. Design, develop, deliver and support software interfaces to third party systems as agreed with Strata management.

7. Develop integration between the set of third party and home-built systems to provide efficient and effective "customer centric" and "work flow" driven processes.

8. Manage own work priorities ensuring the proper balance between incidents, BCRS and projects ensuring that management are alerted where resources or priorities clash.

9. Support Information Management for Strata and its customers, ensuring achievement of the government's Data Transparency requirements.

10. Support customers and systems outside of normal business hours by being a member of a standby and on-call rota if required.

11. Be part of multi-disciplinary and corporate teams as needed to identify and make improvements to customers' service delivery and performance.

12. Work in close co-operation with all teams within Strata to ensure delivery of customers' holistic IT requirements ranging from break-fix to system implementation.

13. Develop, document and keep current a comprehensive set of processes and procedures for the operation and maintenance of the defined business systems.

14. Develop and maintain good communication and relationship with customers, especially important during project delivery.

15. Ensure you have an up to date awareness of the relevant business systems supplier roadmaps and make Strata management aware of any benefits, risks or issues for Strata and its customers.

16. Support Strata's and its customers' approach to equalities and diversity ensuring that services and policies identify, address and promote the needs of the diverse communities. This includes the need for safety of children and other vulnerable people.

17. Take personal responsibility to ensure that you take care of your own health and safety and that of others.

18. Use best endeavors to ensure that other staff comply with their health and safety obligations and you must report any suspected breach to your line manager or the IT Director.

19. Ensure own, staff and customer awareness and compliance with Strata policies.

20. Evaluate and assist in managing risk across the delivery spectrum of Strata.

PERSON SPECIFICATION

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
Education/training	▪ Good general school background ▪ Technical degree ▪ ITIL ▪ Prince 2	E D D D	

Knowledge	▪ Overall understanding how modern development technologies and third party IT systems can be integrated to deliver a world-class business systems infrastructure
	
	▪ Good understanding of software development tools, databases, software development techniques and processes.
	
	▪ Working knowledge of the full life cycle of a system.
	
	▪ Broad understanding of IT infrastructure in respect of business software delivery.
	
	▪ More detailed technical knowledge in several of the areas identified:
	  o API, Web Services and other integration methodologies
	  o Microsoft Programming Tools – particularly Visual Studio
	  o Programming Languages including C#, ASP.Net
	  o Project process
	  o Development life cycle
	  o Release and QA processes
	  o Coding standards and methods
	  o SQL
	  o HTML and related tools
	  o Process analysis
	  o GIS standards
		E
		
		E
		
		D
		
		D
		
		E	

Skills and Abilities	- Able to clearly plan and prioritise tasks and coordinate own workloads in a mixed environment of project and customer support. - Able to develop software systems using a range of tools and languages - Excellent trouble shooting and fault-finding skills under pressure. - Sound project management ability for ICT projects - Able to build productive and collaborative relationships with key customers and colleagues - Able to analyse problems to root cause and develop improvement strategies and actions. - Communicates honestly, openly and clearly - Focuses on the system of work and pays attention to measures and deadlines	E E E D E E E E	
Successful experience in	- Developing software systems - Delivering software applications - Managing a portfolio of 3rd party business systems - Managing and being part of medium sized IT projects - Negotiating with suppliers - Managing contract and supplier relationships.	D E D D D D D	
Special requirements	- A valid driving licence and own car with business insurance are essential (reasonable adjustments may be possible according to the Equality Act). - Right to Work in the UK - Check of qualifications essential to the job - References - Basic Disclosure Certificate	E E E E E	Driving Licence Check Documented proof Original documents to be provided. Satisfactory review of references Criminal Record Check

Strata is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE
[RAP forms part of the Job Description please ensure a copy is always attached]

Status (please tick)

Permanent	x	Temporary	
Full time	x	From to	
Part time / Job share No of hours per week		Casual	
		Voluntary	

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	**Seldom or never**	**Level 4**	**Regular (2-3 times per week)**
Level 2	**Occasionally (once a month)**	**Level 5**	**Daily**
Level 3	**Fairly regularly (1 per week)**		

Potential risks and hazards	Level of Frequency
Computer user	**5**
Car driving	**4**
HGV, LGV driving	**1**
Prolonged sitting, standing	**5**
Exertion (other than lifting)	**1**
Lifting	**1**
Manual handling – repetitive movements, bending twisting	**1**
Working with the public	**1**
Face to face contact with abusive customers	**1**
Lone working	**2**
Night working = 3 hrs or more between 11pm & 6am	**1**
Shift working	**2**
Use of chemical and or skin irritants	**1**
∫ Head phone use/ auditory performance / noise	**1**
❖ Hand arm vibration / noise	**1**
❖ Use of machinery / noise / vibration	**1**
Outside working / inclement weather	**1**
Exposure to the sun through outside working	**1**
Working at heights (above 2 metres)	**1**
Working in confined spaces	**1**
Risk of exposure to bodily fluids	**1**
Risk of contact with infectious diseases	**1**
Risk of exposure to asbestos	**1**
Other - please specify	

The document was reviewed & completed by David Sercombe July 2018