

# Job opportunities

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Supporting  
government

## Position details

<b>Position:</b>	<b>Systems Analyst / Developer (Firmstep)</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Salary:</b>	<b>£32,910 - £35,745 (subject to pay award) per annum</b>
<b>Location:</b>	<b>Hybrid – Newton Abbot / Work from home</b>
<b>Vacancy type:</b>	<b>Fixed term for up to 24 months</b>
<b>Closing date:</b>	<b>Sunday 13 February 2022 midnight</b>

## Job pack and application

Please visit the [Strata website](#) for a job pack and application form

If you experience any difficulties applying for these roles please contact the HR team.

Strata Human Resources  
East Devon District Council  
Blackdown House  
Border Road  
Heathpark Industrial Estate  
Honiton  
EX14 1EJ

Phone: 01395 516551

Email: [jobs@eastdevon.gov.uk](mailto:jobs@eastdevon.gov.uk)



**IT Systems Analyst / Developer (Firmstep Project)**

**Location: Hybrid – Newton Abbot/Work from home**

**Salary: £32,910 - £35,745 (subject to pay award) per annum**

**37 hours per week**

**Fixed Term for up to 24 months**

### **About Strata**

Strata is an 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 to work closely with staff from Teignbridge District Council to improve their Digital Customer Platform, called Firmstep. The aim of the Firmstep Solution, is to improve customer experiences when dealing with the Council and streamline processes to enhance efficiency.

Working specifically on this project, you'll be part of a small but focused team of experts tasked with reviewing processes, implementing online forms and workflow, as well as developing new online forms which all integrate to back office systems.

The role will require you to form good working relationships with Business Process experts from Teignbridge District Council, to understand their requirements and work with them to implement the Firmstep Solution.

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 will be hybrid based at Newton Abbot or working from home. Our offices at Newton Abbot are easily accessible just off the A380 and parking is available. We also offer a cycle to work scheme.

### **About You**

You will be an experienced IT Systems Analyst/Software Developer specialising in online forms development and/ or systems integration, with 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 and SSMS, you'll have experience of systems integration using a variety of methods including APIs, Web Services (REST, SOAP, and JSON), and Batch Processing and SSIS jobs. You'll also have experience in developing online forms.

The ability to work effectively with customers to understand their business requirements, and support them through the implementation of projects is essential. Experience of working with CRM or ERP systems is desirable.

### **Apply**

To apply, please send your CV to [jobs@eastdevon.gov.uk](mailto:jobs@eastdevon.gov.uk)

For an informal discussion about the position please contact David Sercombe, Head of Business Systems; [david.sercombe@strata.solutions](mailto: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.

**The closing date for applications is Sunday 13th February 2022.**

## **JOB DESCRIPTION and PERSON SPECIFICATION**

**Post title: Systems Analyst / Developer (Firmstep Project)**

**(Fixed Term for up to 24 months)**

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:** 6

**Responsible to:** Principal Analyst - Transformation

**Responsible for:** No direct reports

**Project purpose:**

Teignbridge District Council are introducing a Digital Customer Platform to improve the customer experience when dealing with the council and to streamline the process to make it as efficient as possible. The aim of the project is to implement the Firmstep solution, which will include improvements to business processes to automate many of the current manual processes and introduce online forms that integrate to back office systems.

**Job Purpose:**

The Firmstep systems analyst will work closely with staff from Teignbridge District Council and Strata (the council's ICT provider). The post holder will use a range of technologies including the Firmstep Low Code platform, Visual Studio, SQL Server Management Studio and other related development tools to implement the business processes defined by the authority's business analysts. You will be required to use your experience to offer advice on the best way to design solutions to meet the authority's needs.

**Core Accountabilities:**

1. Work within the Firmstep project team, consisting of developers from Strata and Business Process experts from Teignbridge District Council

2. Work closely with service areas within Teignbridge District Council to understand their current business processes and streamline these where possible, leveraging the full capabilities of the Firmstep platform.
3. Work alongside Strata developers to create online forms using the Firmstep platform, whilst translating the revised business processes into Firmstep workflow processes to reduce any manual intervention required.
4. Use the integration capabilities of Firmstep and third party systems to integrate the Firmstep Platform with Line of Business systems, reducing the amount of manual intervention required by council staff.
5. Adhere to the documented standards to ensure consistency of approach when introducing the online forms.
6. Follow release management and change management guidelines
7. Impart technical information clearly and succinctly to a non-technical audience and to another technical resource.
8. Communicate effectively with all levels of IT user across the Strata and Teignbridge District Council, from senior management to operational staff and partners.
9. Maintain own technical and personal skills, knowledge and competencies sharing these openly with colleagues to benefit Strata.
10. 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 or children and other vulnerable people.
11. Take personal responsibility for the relevant aspects of Strata's Health and Safety Policy and also Strata staff compliance with all customer policies when on their sites.
12. Ensure own, staff and customer awareness and compliance with Strata policies. Maintain positive thinking and behavior at all times, in relation to the Strata behaviours document.
13. Evaluate and assist in managing risk across the delivery spectrum of Strata.

## PERSON SPECIFICATION

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
<b>Education/training</b>	<ul style="list-style-type: none"> <li>• Good general school background</li> <li>• Formal BPM techniques</li> </ul>	E D	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of recognised Business Process Mapping technique(s)</li> <li>• Knowledge of web form development techniques</li> <li>• Knowledge of a variety of system integration techniques</li> <li>• Knowledge of databases – T-SQL, Security and permissions</li> </ul>	D D D D	
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Use of standard BPM techniques to map the ‘as is’ and ‘to be’ service processes.</li> <li>• Exceptional communication skills</li> <li>• Ability to challenge established working practices without alienating the service or individual being challenged.</li> <li>• Visual Studio IDE</li> <li>• C#</li> <li>• Develop online forms, HTML, CSS</li> <li>• Ability to use a range of integration techniques including Web Services (SOAP, REST), Stored Procedures and batch processing and APIs</li> <li>• Writing T-SQL database queries and stored procedures</li> <li>• JavaScript and JQuery</li> <li>• Exceptional problem solving ability</li> </ul>	D E E E E D E E E E	

	<ul style="list-style-type: none"> <li>• Exceptional analytical skills, the ability to analyse a problem and recommend solutions</li> </ul>	E	
<b>Successful experience in</b>	<ul style="list-style-type: none"> <li>• Introducing the Firmstep digital platform or similar</li> <li>• Delivering business process mapping of as is and to be processes within a large organization</li> <li>• Developing online forms</li> <li>• Introducing mobile working to an organization</li> </ul>	D D D D	
<b>Special requirements</b>	<ul style="list-style-type: none"> <li>• Right to work in the UK</li> <li>• Check of qualifications essential to the Job</li> <li>• References</li> <li>• Basic Disclosure Certificate</li> </ul>	E E E E	Identity check Original certificates  Reference enquiry Criminal record check

### RISK ASSESSMENT PROFILE

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

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.

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

Potential risks and hazards	Level of Frequency
Computer user	5
Car driving	3
HGV, LGV driving	1
Prolonged sitting, standing	5
Exertion (other than lifting)	1
Lifting	2
Manual handling – repetitive movements, bending twisting	1
Working with the public	2
Face to face contact with abusive customers	2
Lone working	2
Night working = 3 hrs or more between 11pm & 6am	1
Shift working	3
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	

- Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 [If unsure please check with Health & Safety Officer]
- ❖ Any post identified in levels 2-5 will require a hand arm vibration screening test

**The document was reviewed & completed by David Sercombe, Business Systems Manager – January 2022**