

**Job Description: Professional Service Positions**

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| **College/School:** | School of Medicine |
| **Job Title:** | IT Technician/Developer |
| **Department/Subject:** | Medicine |
| **Salary:** | Grade 7 £32,982 to £37,099 per annum together with USS pension benefits |
| **Hours of work:** | 35 hours, 9-5 Monday to Friday with 1 hour lunch |
| **Contract:** | This is a fixed term position for 12 months. |
| **Location:** | This position will be based at the Singleton Campus |

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| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology. |
| **Background information** | A post that will utilise either for hardware or software skillsets, excellent for recent graduates or established IT professionals. Focussing their skills, be they hardware or software, on working on systems to support ‘Big Data’ research.  Based in the Data Science building in the Medical School the role will interact with a wide range of projects and centres such as the SAIL Databank <https://saildatabank.com/> to major UK ‘Big Data’ centres such as Farr institute and Administrative Data Centre Wales.  The post holder will be working on a range of developments that suit their skill sets to contribute to the running of high quality technical services that ensure current operations are managed and future development opportunities for the Health Informatics group are realised.  Utilising their skills range in ICT development (hardware and software) the post holder will work extensively with existing and new technical systems to enhance the operation of the Health Informatics technical team.  Working on world leading research projects across the UK and internationally the post holders will have the opportunity to undertake computing work at the cutting edge of Data Science.  The post holder will be able to apply their skillset to advanced projects such as Cloud computing and enterprise architecture as well as work in a dynamic team environment where they can further develop their skills learning new approaches and development methodologies such as SCRUM.  The role holder will also collaborate closely with colleagues from Health Informatics as well as and staff from NHS and other related external organisations to support the operations and development of systems. |
| **Main Purpose of Post** | 1. Responsibility for ICT systems development utilising either hardware or software skills including C# and .net, JAVA development, network and hardware installations and monitoring, infrastructure dev, database management. 2. Undertaking system development activities in agreement with the CTO. 3. To produce written information in the form of technical and non-technical documentation for Windows development including standard operating procedures, planning documents and end user manuals. 4. To fully participate in IT team and Health Informatics group team meetings. 5. Assist in first and second line technical support where required. 6. Technical duties relating to a range of Health Informatics systems and project applications. 7. Work proactively as part of the technical team providing input into planning and delivery of services. 8. To creatively apply complex IT related problems and solving techniques. 9. To manage the introduction of new systems to users and provide support as necessary. 10. To abide by data and information protection accreditations. 11. To liaise and network with a wide range of staff and organisations to share and disseminate best practice. 12. To manage the introduction of new systems to users and provide support as necessary 13. To develop their IT skills and interests 14. Provide onsite training to ICT users and training workshops. |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as directed by the Head of College / Department or their nominated representative expected within the grade definition. 5. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University’s Risk Management Policy |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers * Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience   **Qualification:**   * Degree in Computer Science/IT or related fields or equivalent work experience   **Experience:**   * Experience of Python / Kubernetes / CI/CD pipelines / Git / Github actions * Linux development skills and experience * GitOps skills and experience * Experience of working in a team environment and independently   **Knowledge and Skills:**   * Python, Java, or equivalent * Trino/Postgres/SQL * Linux * Enterprise architecture * Network/server operating systems * Good knowledge of Python (or demonstrable equivalence in JAVA) * Wider knowledge of the development community / Microsoft products / open source products * Excellent general ICT skills and abilities * Willingness to learn new technologies on areas specific to the role. * The ability to identify and develop options, using initiative to solve problems * Ability to work to deadlines * Excellent communication skills both written and oral * Excellent time management and organisational skills to meet project objectives * Must be willing to undertake SC level UK Government Security clearance   **Desirable Criteria:**   * Ability to communicate in Welsh * Experience of working with a range of stakeholders (customers, vendors, partners and collaborators) across industrial and academic settings * Ability to author technical documentation. |
| **Additional Information** | Informal enquiries: Informal enquires are welcomed and should be directed to Simon Thompson – [simon@chi.swan.ac.uk](mailto:simon@chi.swan.ac.uk) |

  