

Title Student Developer (Technical Specialist Level 1)	Department Resources (ICT)	Post Ref.
<p>Job Purpose</p> <p>To appreciate the ICT related complexities of a large organisation.</p> <p>Gain a sound understanding of the development of systems and services.</p> <p>The provision of application maintenance and support services.</p> <p>Provide assistance to senior colleagues regarding support and design functions.</p> <p>Adheres to and maintains procedures and documentation for applications design, development and support.</p> <p>Provide application enhancements to improve business performance.</p> <p>Have an awareness and understanding of ICT standards and procedures.</p>		
<p>Key Responsibilities</p> <ol style="list-style-type: none"> 1. Within an agreed framework, takes responsibility for the provision of maintenance and support services for allocated applications or technology. 2. With minimum supervision, the post holder will be able to contribute to the preparation for new or changed services, adherence to the defined change process and the maintenance of regulatory, legal and professional standards. 3. Provides advice and guidance to Technology Partners and Project Managers to achieve successful completion of projects whilst having a good understanding the business context. 	<p>Key Accountabilities</p> <ol style="list-style-type: none"> 1. To the Service Development- and Technical Design and Build Managers for delivering systems and services to agreed specifications, within budget and to the required standards, including security parameters. 2. To the Service Development Managers for provision of application maintenance and support services. 3. To the Service Development- and Technical Design and Build Managers for accurate reports and information on ICT systems and services. 4. To the Technology Partners and Business Analysts for advice and guidance within on ICT systems and services. 	

<ul style="list-style-type: none"> 4. Provides support relating to service requests, incidents and problem resolution activities for assigned applications or technologies. 5. With minimum supervision, able to carry out analysis, specification and design of information systems in relation to ICT systems and services with continuous customer involvement for requirement gathering and development of use cases. 6. With assistance, able to support the design, creation, testing and documenting of new and amended systems, ensuring corporate standards are met in terms of system specifications, design, common interface, documentation and coding. 7. The post holder will be working towards becoming a recognised specialist resource in terms of expertise with specific application development tools, technologies or knowledge of specific application systems, or use of recognised methodologies and techniques. 8. Use technical skills to set up and configure packaged solutions to meet defined business needs. 9. The post holder will be able to create and execute test plans to guarantee the correct operation of completed systems or enhancements. 10. Ensures all work is carried out and documented in accordance with required standards, methods and procedures and that defined management procedures are adhered to. 11. The post holder will take part in the transfer of knowledge and awareness of ICT systems and services to other teams. 	<ul style="list-style-type: none"> 5. To the Service Development Manager and Technical Design and Build Manager for the transition of new or changed solutions into the production environment. 6. To the Project Managers for the completion of work packages to successfully deliver defined projects and programmes.
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification

Education and Knowledge

1. Educated to at least GCE A level or equivalent standard.
2. Currently an undergraduate student OR Has graduated from a university for less than 12 months
3. Demonstrates current understanding of developments in the application of ICT and is able to assimilate and interpret advice from specialists - technical or otherwise.
4. Has a good working knowledge of key ICT systems such as MS Office and email software.
5. Has good oral communication skills and takes an analytical approach to problem solving. Is familiar with the concepts and practices required to implement and support effective IT solutions within NCC.
6. Has a good knowledge of ICT and an excellent understanding of how the technical specialism relates to other areas of ICT and how it impacts on other business functions.

Other Knowledge/Skills

7. Shows the ability to delegate effectively to more technical staff,
8. Good communication and interpersonal skills in meetings, presentations and workshops.
9. Time management and team working ability are essential.
10. Presentation, written and verbal communication, numeracy skills are desirable.

Experience

1. Proven course and course work relating to the area of specialism. within the area of specialism or Technical ICT environment.

Personal skills and general competencies

1. Puts into practice the Council's commitment to excellent customer care including its brands and business protocols.
2. Works well with colleagues but also able to work on their own initiative.
3. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.
4. Ensures the Council's policies for fairness and respect are delivered including setting high personal standard.
5. Demonstrates knowledge of IT standards and codes of conduct e.g. PSN.

2. Proven experience in applying specialist knowledge to deliver solutions to business requirements.	
<p><i>Role Dimensions</i></p> <ol style="list-style-type: none"> 1. The post holder will be expected to provide technical expertise in relation to application development and support activities whilst being assisted by senior colleagues. 2. Allocated responsibilities cover some aspects of the application development including version control. 3. The role expects delivery of advice/guidance and technical skills to small – and medium programmes of work as well as contributing under guidance to the introduction of corporate systems. 4. Contributing under guidance to the introduction of ICT systems and developments into a production environment. 5. With a minimum of assistance, the post holder will be able to build and maintain relationships with multiple parties, e.g. each ICT Service is delivered through complex interactions of technology, applications systems, information and people, delivered via internal and external partner organisations and external suppliers. 6. Engaging with stakeholders and ensuring their understanding of often complex technical solutions. 7. As well as internal customers, services may also be delivered to, or in conjunction with or for other public sector organisations and partners. 8. Due to the nature of the post, the role will be occupied by the same person for a maximum duration of 12 months. 	

Date 06/03/2019