Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>13921</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Lead Technical Developer</td>
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<tr>
<td>Reports to:</td>
<td>Head of Technical Transformation / Chief Architect</td>
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<tr>
<td>Salary:</td>
<td>£39,992 to £47,722</td>
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<tr>
<td>Terms and conditions:</td>
<td>Academic Related and Support Staff</td>
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<tr>
<td>Grade</td>
<td>8</td>
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<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
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<tr>
<td>Closing date:</td>
<td>Midday on 16 October 2017</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Full Application</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Glyn Bailey</td>
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</tbody>
</table>
2. Summary of duties

Purpose Statement

- To act as subject matter experts responsible for leading the adoption and transition of Cloud Services.
- To facilitate the innovation and development of the Open Universities digital transformation in all aspects of the IT architecture.
- Work with Architecture, Infrastructure and other teams across IT to ensure best practice and process compliance across deliverables.
- Work with Project Management to own and drive project deliverables, ensuring that projects are delivered with adherence to agreed solution designs.
- To lead the process and capability improvement to ensure quality solution design and delivery across the University.

Main Responsibilities:

- To research and deliver evolving Cloud Services and opportunities to enable and enhance the delivery of change projects within the Open University.
- Perform design and development activities on large programmes of work, ensuring consistency and integrity across design elements.
- Enforce creation of high quality platforms to specification that complies with technical, security and quality enterprise standards, by monitoring and ensuring QA processes.
- Technical expert providing advice and guidance to all areas of IT in defined area of expertise.
- Ensure consistency of use in build and deployment processes.

Main Duties:

- Develop Cloud Services ready for adoption, collaborating with the Business and IT to transition systems and services effectively.
- Produce and/or review designs for software applications systems which are feasible and cost effective, from requirements.
- Conduct research on emerging technologies in support of IT Development and Infrastructure goals and commitments, and recommend technologies that will increase cost effectiveness and flexibility.
- Provide technical expertise and guidance within a collaborative application development and infrastructure environment, thus contributing to feasible and cost-effective system solutions. Coach IT teams in best practice and skills improvement.
- Produce code that adheres to industry standards and quality requirements.
- Review and authorise solutions produced by team and other providers to ensure quality and adherence to standards.
- Own project solutions across development teams to ensure that integration points and technical dependencies are managed effectively. Assist the project manager in removing blockers by collaborating across project stakeholders and providers.
- Participation within continuous improvement of the development method.
- Provide technical input to the analysis of business partner requirements.
- Coach less experienced colleagues within your own area of specialist expertise.
- Develop, document, communicate, and enforce technology standards policies.
- Act as an advisor for technical feasibility in new solutions.
- Liaise with other IT teams to resolve any cross function design issues and escalate, if necessary, to the Solution Architect. Act as the technical translation point between Architects, Solution Designers and development teams.
- Liaise with Project Management and Senior Management, responsible for project status and escalation.
- Provide expertise, direction, and assistance to all of the IT Technical staff.
- Assist in the definition of suitable resources to carry out project work.
- Provide project estimates as part of the estimation process and within project activities.
- Participate in breaking project requirements into delivery iterations.
- Work with onshore and offshore capabilities, defining working practices, development approach and appropriate standards and patterns as applicable.
- Provide technical leadership in incident and problem resolution.
3. Person specification

**Essential:**

**Education, qualifications and training**
- Degree level in Computer Science or Development Management or equivalent

**Knowledge, work and other relevant experience**
- Experience as a senior software or hardware engineer on a platform with users of over 500, responsible for architectural development, delivery and testing
- Knowledge and experience of server architecture and systems management, integration and automation in a virtual or cloud infrastructure environment. You will have configured systems for high volume use
- Experience working in multidisciplinary development teams using multiple related technologies
- Good knowledge of technical platforms and impact on business systems
- Knowledge and experience of software tools, development methods and standards including some but not limited to Cloud Services, Java, J2EE, .Net, PHP, Distributed Version Control, SQL, Large scale web applications, Agile application development, Apache, Linux, Windows
- Platform development and systems architecture leadership experience in large IT department, including substantial design experience of large or complex systems
- Able to demonstrate the full range of development skills from research, design to post-implementation support
- Knowledge and experience of creating and applying standards and best practice in IT delivery
- Knowledge of programming and / or database efficiency and performance issues
- Interested in appropriate use of technology to solve business problems.

**Skills, capabilities and qualities**
- Has good oral and written communication skills (including presentations). Able to communicate effectively at an executive level and translate complex technical issues into business language
- Able to define objectives, prioritise, plan, allocate and monitor work, communicate plans and get commitment to their delivery.
- Demonstrably service, quality and customer focused
- Good influencing and negotiation skills, able to manage expectations
- Evidence of effective relationships and credibility with IT and business colleagues
- Evidence of commitment to maintaining and improving processes and standards
- Ability to work collaboratively but also act on own initiative
- Organisation and planning skills to manage own work within the constraints of team and project plans
- Demonstrates a commitment to continuous learning and development of technical and programming skills.

4. Role specific requirements e.g. Shift working

N/A

5. About the unit/department
The Open University is the largest academic institution in the UK and is a world leader in the design, content and delivery of supported open learning. We have an un-rivalled track-record of using the latest technologies to provide educational opportunity to students all over the globe, ensuring we stay true to our mission to be open to people, places methods and ideas.

Our pioneering learning and teaching methodologies and cutting edge curriculum are underpinned by rigorous research, 72% of which was ranked as world leading or internationally excellent in the Research Excellence Framework (REF) 2014.

These factors combined with our innovative and inclusive approach to education has seen 1.89 million people, all over the world, realising their educational ambitions by studying with us since the University opened in 1969.

Providing transformational learning of this quality and on this scale requires a robust and dynamic IT infrastructure, capable of supporting and developing the emergent business requirements of such a pioneering organisation.

Current business requirements of the University are in a period of rapid change. The Higher Education landscape in England is undergoing dramatic adjustment as institutions respond to serious reductions in state funding for teaching and students have to bear more of the cost of their education. As well as these cost drivers, the entry of more private providers to the sector and the increasing consumer power of high fee-paying students will put a premium on service delivery and cost efficiency. This puts increased emphasis on the development of robust, efficient, enterprise-scale IT systems to improve efficiency and customer choice.

Information Technology provides and supports all central University IT services and is responsible for the University's technical infrastructure. In addition to this service and support provision, it develops systems to support the business requirements of the organisation.

The IT Delivery team is the team by which the OU’s programmes and projects are driven through their entire lifecycle from initial concept, through business case development, governance approval, systems development / package procurement, testing, and to final implementation.

Currently we have several change programmes underway to ensure that students have a good enquiry experience which leads to registration and are then assisted through their studies by tools for the student support teams, the enhancements to curriculum to meet changing educational needs, and the management of partnership information. IT works closely with business partners to ensure that requirements are prioritised according to business value and then delivers agreed changes.

Whilst much of the software is developed in-house, there are a number of packages that are used. These include applications from the Siebel Customer Relationship Management suite, EMC Documentum’s Content Management as well as Finance Ledger, Payroll and Stock Control packages. In-house developed software includes transactional websites to provide self service facilities for students and staff, virtual learning, information websites, decision support, workflow and student and staff records management.

6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application please contact Juliet Raith – Head of Enterprise Technologies Group on email: Juliet.raith@open.ac.uk

If you have any questions regarding the application process please contact Glyn Bailey on 01908 653285 or email IT-recruitment@open.ac.uk
7. The application process and where to send completed applications

| Please ensure that your application reaches the University by: | Midday on 16 October 2017 |
| Post it to: | |
| Name/Job title: | Mrs G Bailey / Recruitment Coordinator |
| Department/Unit: | Information Technology |
| Address: | Walton Hall |
| Post Code: | MK7 6AA |
| Or e-mail your application to: | It-recruitment@open.ac.uk |

8. Selection process and date of interview

| The interview panel will be chaired by: | Juliet Raith |
| The other members of the interview panel will be: | TBC |
| The interviews will take place on: | TBC |
| The selection process for this post will include | TBC |

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates.

Applications received after the closing date will not be accepted.