BMA

Role profile

Role title	Microsoft DevOps support consultant
Department and directorate	BMA Technology Services
Job family level	Grade 5
Reports to (job title and name)	Technical architect
Direct reports (job title and name)	N/A

Summary – purpose of the role

Describe as concisely as possible the overall purpose of the job and including the core duties/responsibilities required to be performed in the role (e.g., to provide a full range of administrative support services to the department including x,y,z)

The role supports the business in developing, integrating and maintaining Microsoft .net applications that sit within the BMA domain both on premise and Azure cloud. Specific responsibilities include:

- Support Microsoft applications (e.g., Dynamics 365 CRM) and work with the partner to enhance the applications through plugins, workflows, and integrated applications.
- Support the design of web based online applications and solutions, ensuring business requirements are met in the most efficient and effective way possible, working in partnership with the Business analysis, functional team leads and Technical architect.
- Operates within the governance of the architecture framework.
- Writes scripts to automate processes where necessary.
- Gathers customer software requirements and works within priorities to support the development of related software applications and programs.
- Design and develop testing and maintenance procedures with the test consultants and look for automation where feasible.
- Develop and comment high quality coding that meets customer requirements.
- Create software and change documentation and update existing documentation.
- Work with team members to keep up with projects deadlines and within the clients' budgets.
- Implement best practices, standards and procedures including quality and delivery methodologies.
- Ensure compliance with the documented software processes and procedures throughout the life cycle of software products enhancements, ensuring robust, scalable and standardised application development.
- Provide on-going support for applications, designing and customising (where necessary), troubleshooting and debugging MS application functionality.
- Identifies configuration opportunities to enhance functionality or workflow.
- Participates in creating processes and tools supporting hosting infrastructure.
- Monitors hosting environment to ensure optimal performance.

Summary – purpose of the role

- Acts as a technical interface support for Dynamics partner and for Microsoft consultants in fact finding or project activities.
- Ensures that applications and data storage requirements are suitably measured and monitored.
- Researches and recommends new DevOps support tools where possible.
- Supports and manages the migration of storage to SharePoint.
- Ensures that SharePoint is configured in line with the BMA's data governance framework (e.g., retention categories).
- Ensures customisations are applied cautiously.
- Reviews cutover implications for new developments, and ensures processes and solutions are in place to capture and deliver business requirements around areas such as data migration.
- Takes ownership of assigned problems on behalf of the team, ensuring that production issues, which are escalated, are appropriately prioritised, owned and addressed.
- Reviews change requests, ensuring that any changes are aligned with the overall functional designs.
- Supports the release of technical changes as part of the successful transition to ongoing Application Management as part of the Service Delivery team.
- Ensures that deployments or transports are successfully applied through the testing and live environments.
- Ensure conformance to SecOps procedures.
- Supports handover to the application management team of all new functionality.
- Works with the team within the given methodology of delivery (e.g., Agile, Plan).

Skill (level and breadth of application)

What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?

How far does the role extend out across the organisation, e.g., confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, e.g., resolving people's IT problems, collecting information on key research items or advising members on a particular issue.

Essential	Desirable
Minimum 4 years' experience using C# as an application development platform.	Dynamics 365
	Solid experience on Microsoft Office 365 components (Delve, One Drive, Power BI).
Experience programming in .NET x, C#, ASP.NET MVC, HTML, XML, jQuery or similar, HTML 5, CSS and responsive design.	Experience in Azure Platform.
	Knowledge and experience of Azure, Azure AD, ADFS & O365
Experience of use case diagrams.	Expert understanding of SharePoint APIs through OData/REST (e.g., CRUD operations to SP Lists etc.)
Web services: Web API, RESTful APIs and WCF services.	
Strong programming skills in Entity Framework 6+, MS SQL 2014+ and ADO.NET	Degree qualified and relevant professional qualification and experience (e.g., MCSD, MCSE, OCP)
Able to independently and innovatively use the SharePoint Online infrastructure for storing data, customising search and storing documents by integrating external tools into the SharePoint framework and improving business processes and productivity.	Must be able to write thorough and concise functional and design specifications as well as easily readable end user documentation.
	Interest in the exploration and application of AI tools.

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Intellectual demands (complexity and challenge)

What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (eg undertaking original research and analysis or seeking specialist advice)?

To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (eg adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches).

- Ability to analyse complex business interdependencies which require research and analysis in different business and/or technological areas
- Ability to react quickly to sudden changes in business priorities and changes because of changes to business process
- Creative and innovative solutions to be delivered within budget and often within very short timeframes due to business priorities set at short notice
- Ability to communicate technical details of solutions in formats and descriptions which cater for audiences with limited technical
- Coordinating with external suppliers to agree and set specifications for integration of disparate systems
- Design and develop multi-system integration solutions, requiring high level of business and technical analysis (e.g. Activity tracking, Data warehouse)
- Design and develop systems containing business critical and/or financially sensitive information
- Design and redesign business processes arising from new and updated systems
- High level of analytical and problem-solving capability to support the complex and diverse set of systems and technologies being used within the organisation, as well as the wide-ranging user needs and external influences.
- Coordinating solutions provided by multiple developers and multiple technologies, often new and requiring a steep learning curve
- Good at identifying goals and objectives, and motivating others towards their achievement

Judgement (independence and level and impact limitations)

What are the typical decisions that are made in the job without reference to any higher authority? What informs/constrains the decisions (e.g., expenditure limits, must follow clearly laid down procedures or working within broad objectives). What influence upon policy, procedures or resources is there (e.g., giving advice to others)?

Who (or what) is next to be affected by the decisions that are made – for example, supervisor sees them before they leave the team or the whole department sees and must respond to the change that is made. Give typical example(s) of the consequences of the decisions (e.g., what impact does the decision-making have on the performance of the team/section/department/organisation)?

- Work is prioritised according to business imperatives but there is scope, however, both for considerable input into those decisions and for individual decisions on non-critical tasks
- Ability to influence priorities with expert knowledge
- Ability to suggest, research and implement improvements and solutions without pre-empting by others
- Majority of the work is project based and developmental, requiring research, making suggestions and recommendations, and using creativity to create prototypes
- Prepare feasibility studies on new services or technologies for further consideration by the BMA

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Use of resources (supervision of resources and influence)

What responsibility is there for managing people, equipment, budgets, resources, customer's welfare or confidential information? If this is a staff management role describe what is involved, e.g., staff reporting, staff development, appraisal, leading a department or the allocation of work.

How does the role fit within the organisation, e.g., support role, team member, team leader, specialist policy adviser, or leading major areas of core business?

- Has some influence and control over resource scheduling in other sections/departments e.g., the allocation of User Acceptance Testing
- Handle sensitive and personal information

Communication (level, internal and external demands and significance)

*What people are typically contacted (regardless of the medium) **inside** the Association, e.g., immediate colleagues, senior managers or administrators? Committee members are the only members classed as internal communication. Normal non-committee membership and doctors are external (see below)*

*Who is in regularly contact with the role holder **outside** of the Association, e.g., members who are not committee members, suppliers, members of the public? Approximately what percentage of the time is spent on external communications?*

What is the purpose of these contacts, e.g., conveying information, gathering data?

- Communicate on complex business analysis issues, technical solutions and business process change with middle and senior management and across the whole BMA and BMJ
- Communicates on individual application basis with third party service providers
- To write procedures for, and liaise with system users on for example, User Acceptance tests

Physical demands & coordination (physical effort and mental strain)

Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration?

- Normal co-ordination or physical demands associated with an office environment, limited requirement to engage in lifting/carrying/other exertion.
- Extensive use of VDUs and an extremely high level of concentration

Working conditions and emotional demands)

What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these?

The role contains minimal personal risk.

The role is hybrid with 2 days per week office based.

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BMA competency level required

The postholder is expected to execute their role in line with our five organisational values. These are currently being translated into behavioural indicators that will form part of our new performance management process. The following examples illustrate how we are using our values to inform how we act:

- We are **leaders** because:
  – We strive to always improve.
  – We take responsibility for our actions.
  – We collaborate with each other and work as one BMA for the good of our members.
  – We are proactive and prepared to guide our members and each other.
- We are **experts** because:
  – We understand our members
  – We draw on our collective experience and knowledge to solve problems.
  – We use our insights and research to make decisions.
  – We provide accurate, credible, relevant and engaging information.
  – We recognise our strengths and act upon them.
- We are **committed** because:
  – We listen to our members and put them at the heart of everything we do.
  – We are respectful, inclusive, open and honest with our members and each other.
  – We approach everything we do with confidence and sensitivity.
- We are **reliable** because:
  – We deliver on what we say we will do.
  – We are accessible and approachable.
  – We build trust by being consistent and supportive.
  – We are positive and decisive whatever the situation.
- We are **challenging** because:
  – We fight, ethically and fearlessly, for the interests of all our members.
  – We work as a brave, assertive and effective champion for high quality health. services and the advancement of the profession.

Sign-off

Manager:		Date:
Role holder:		Date: