

Role profile



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| **Role title**  | **Developer Support Consultant - Microsoft**  |
| **Department and directorate**  | **BMA Technology Services/Finance and Corporate Services**  |
| **Job family level**  | **All BMA Grade 6**  |
| **Reports to (job title and name)**  | **Developer Team Leader**  |
| **Direct reports (job title and name)**  | **None**  |

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| **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)* |

To design, build and test customer-focussed robust and scalable IT solutions - translating business requirements into deliverable and delivered technical solutions, on time, on budget, and to agreed quality standards. To manage day-to-day relationships with associated customers, Service Delivery and Infrastructure, Applications Support, Data and Integration and Strategy, Architecture and Engagement teams to provide specialist support and guidance on areas of Business analysis, system requirements engineering, test management, project administration and implementation.

* To design IT applications and solutions: ensuring technical requirements are met in the most efficient and effective way possible, working in partnership with the Technical Managers, and Architecture Team.
* To provide expert advice in technical system design to both internal and external stakeholders.
* To take overall responsibility for ensuring, prior to the commencement of any technical development work, that architectural standards are agreed and an architectural blueprint is in place.
* To provide expert advice on technical design, including through formal review of technical developments and coding standards, ensuring robust, scaleable and standardised technical development.
* Support existing system by resolving incident and service request tickets.

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| **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, eg 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, eg resolving people’s IT problems, collecting information on key research items or advising members on a particular issue.* |

* 5+ years’ experience with software development, specifically around Microsoft Dynamics CRM Azure environment.
* Educated to Degree level with a qualification in a numerate discipline with proven relevant experience in an equivalent role.
* Demonstrated proficiency with Microsoft .NET Core development using C#
* Develop and Support applications in Azure
* Experience with source control management systems and continuous integration/deployment environments
* Internally motivated, able to work proficiently both independently and in a team environment
* Proven communication skills with both internal team members and external business stakeholders
* Strong initiative to find ways to improve solutions, systems, and processes
* Experience with supporting Microsoft products (SQL Server, SharePoint, IIS)
* Microsoft Certified Technology Specialist (MCTS)
* Demonstrate experience writing low-level design.
* Involvement in the unit test case/script writing.
* End to end experience of the project lifecycle
* In-depth knowledge of C#
* Experience and knowledge of Webservices & Web API
* Experience working with Web Services Json/Xml
* Excellent programming Deep expertise in frameworks like (.NET Core, Angular)
* Good understanding Identity server using OpenId Connect and OAuth 2.0.
* Experience of databases including use of stored procedures
* Knowledge of .Net Framework 2/3.5/4+ difference and benefits of these frameworks
* Knowledge of Entity Framework
* Understanding of Winforms and WPF
* Knowledge of MVC 4.0/5.0
* Experience working on an agile development team.
* Ability to work both independently and within a team
* Ability to handle multiple assignments simultaneously

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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 (e.g., 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 (e.g., adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches).*  |

* Ability to analyze complex business requirements which may require R&D in different business and technological areas.
* Creative solutions and innovative thinking are is necessary to come up with optimal solutions within post holders remit.
* Ability to deliver solutions that meet the business requirements within given timescales
* Ability to communicate technical details of solutions in formats and descriptions which cater for audiences with limited technical knowledge
* Ability to design and develop the system which holds sensitive personal data and confidential information  Involvement in the unit test case/script writing.
* Requirement gathering prioritization planning and development of web based applications
* Working across a mix of complex parallel developments
* Working across a mix of technology platforms and environments. With a personal track record of delivering solutions in partnership with a range of business and technical owners.
* Ability to prioritize and multi-task
* Demonstrable evidence of analysing and implementing complex business processes.
* Ability to react quickly to sudden changes in business
* Design and develop multi-system integration solutions, requiring high level of
* business and technical analysis (e.g. the Venue Management System provided by  NFS, BMJ’s Events Pro system provided by Amlink, export to CeDAR Financials).
* Design and develop systems containing business critical and/or financially  sensitive information (e.g. Sales Invoice Requests system, BMJ Invoices  system, BMA Online Bookings system, Credit Cards system).
* 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 in the organisation, as well as the wide ranging user needs and external influences.

# 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, have to 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 has to 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)?*

* To review change requests, ensuring that any changes are aligned with the overall functional designs.
* To support the release of technical changes as part of the successful transition to ongoing Application Management as part of the Service Delivery team.
* To ensure that deployments or transports are successfully applied through the testing and live environments.
* To support handover to the application management team of all new functionality.
* Autonomy to carry out most work according to self assessed priorities
* 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 prototype. Minimum supervision required.  Prepare feasibility studies on new services/technologies

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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, eg staff reporting, staff development, appraisal, leading a department or the allocation of work.* *How does the role fit within the organisation, eg support role, team member, team leader, specialist policy adviser, or leading major areas of core business?*  |

* Has some influence over resource scheduling in other sections/departments e.g. the allocation of User Acceptance Testing tasks
* To plan own workload and that of other team members, in conjunction with the affected team members, Team Leader and Line Manager.
* Develop solutions that impact the whole of the BMA (and BMJ, on occasions).
* Ability to manage the sensitive personal data and confidential information
* Mentors junior staff

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| **Communication (level, internal and external demands and significance)**  |
| *What people are typically contacted (regardless of the medium)* ***inside*** *the Association, eg immediate colleagues, senior managers or administrators? Committee members are the only members classed as internal communication. Normal noncommittee membership and doctors are external (see below)* *Who is in regularly contact with the role holder* ***outside*** *of the Association, eg 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, eg conveying information, gathering data?*  |

* Communicate on complex business analysis issues, technical solutions and business process change at all levels
* Proven ability to work as part of a team.
* To liaise with the other teams on collaborative projects involving interfacing of the technologies on both technical and business process matters
* Communicate with providers of third party services and applications.
* Liaise directly with the customers matters of development.
* Strong written communication skills required to produce documents read by various departments and employees of different levels (e.g. Requirements Documents, Proposals, Functional Specifications, Technical Specifications, User Manuals, Test Scripts, Training Materials, Technical Documentation, etc.).
* Liaise directly with 3rd party companines
* To write procedures for, and liaise with system users on, User Acceptance Tests. Attend external, and internal, website related meetings.

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| **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 coordination or physical demands associated with an office environment Extensive use of VDUs and high level of concentration.
* Travel as required

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| **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 job is conducted in a normal office environment and is not exposed to hazardous conditions or anti-social behaviour. The role contains minimal personal risk.

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| **BMA competency level required**  |
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The post holder 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.

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| **Sign-off**  |  |
| Manager:  | Date:  |
| Role holder:  | Date:  |