

<b>JOB TITLE:</b>	Graduate - IT
<b>REPORTING TO:</b>	Rapid Development & Support Team Leader
<b>DIRECT REPORTS:</b>	None
<b>JOB LOCATION:</b>	Woolpit
<b>JOB PURPOSE:</b>	Provide well developed full stack software solutions in technologies such as .NET C#, ASP.NET MVC, Python, React, PostgreSQL & SQL Server; full stack, whilst using your excellent customer service skills to work with users and change owners to ensure solutions are as expected and fit for purpose. You will also be providing responsive support all within the sphere of our group systems.

## Responsibilities

- **Development:** Providing software solutions to business need whilst collaborating with users and change owners to provide the best possible outcome.
- **Customer Focus:** Provide exceptional customer service and ensuring customer effort is minimised.
- **Software Support:** Providing support & maintenance of BUUK group systems in coordination with the chosen ITSM framework, to ensure the effects of incidents are minimised and requests are served to expectation.
- **Software Development Lifecycle:** Operating throughout the SDLC including gathering requirements on smaller change, designing and developing software solutions to standards, performing testing (such as peer, automated, unit), deploy/release and subsequent support and maintenance all whilst working to standards/policies/guidelines as appropriate.
- **Documentation:** Providing excellent, self-serving documentation towards the resilient operations of the team ensuring scale and quality of instruction is considered.
- **CI:** Implementing continual improvement in all aspects of the role.
- **Other Responsibilities:** Any other responsibilities as deemed appropriate by the line manager.

## Person Specification

Criteria	Essential	Desirable
<b>QUALIFICATIONS</b>	Degree in Computer Science subject or equivalent	ITIL V4 Foundation Industry Technical Qualification
<b>EXPERIENCE/ KNOWLEDGE</b>	Working knowledge of at university level of: <ul style="list-style-type: none"> <li>- Software development in .NET, Python or equivalent</li> </ul>	<b>Industry Server Side:</b> Industry experience of object orientated software development using C# .NET, ASP.NET MVC, Python or equivalent

	<ul style="list-style-type: none"> <li>- SQL in relational database management systems</li> <li>- Front end software development in React, JavaScript, JQuery, HTML, CSS, Bootstrap.</li> </ul>	<p><b>Industry SQL:</b> Industry experience querying and managing SQL databases such as SQL Server, Oracle or PostgreSQL</p> <p><b>Industry Front End:</b> Industry experience of front end software development such as React, jQuery or JavaScript other frameworks and CSS/Bootstrap. Understanding of responsive web design, JSON, CSS pre-processors, package managers.</p> <p><b>Industry Support:</b> Industry experience supporting software systems by working closely with customers to SLA.</p> <p><b>Version Control:</b> Experience with version control systems including branching with multiple developers (e.g. git).</p> <p><b>Development Methodologies:</b> Experience of agile, kanban, scrum, or waterfall.</p> <p><b>APIs:</b> Experience of RESTful APIs for communicating between multiple applications/systems.</p> <p><b>Security:</b> An understanding of security threats such as SQL Injection, Form Spoofing and XSS, and how to deal with them.</p> <p><b>Hardware:</b> Understanding of Hardware components and their relation to software development.</p>
<b>ABILITIES/SKILLS</b>	<p><b>Communication:</b> Excellent verbal and written communication skills</p> <p><b>Time Management:</b> Excellent ability to deliver to expectation on time</p> <p><b>Ownership:</b> Effective in taking proactive ownership of problems to solution</p> <p><b>Team Player:</b> Excels at working with others towards a common goal</p> <p><b>Problem Solving:</b> Understanding and breaking down complex problems towards resolution.</p>	

	<b>Analysis:</b> Effective visualisation and articulation of problems and solutions.	
<b>EMPLOYEE LEVEL</b>	Team member (non-managerial)	

