

# Career Opportunity

**Job Title:** IS Support Developer

**Vacancy Ref:** 12/020

**Band:** Technical Delivery

**Salary Range:** From £25K

**Dept:** Group IT

**Location:** Chiswick

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## Job Purpose:

To support and administer business critical web applications for the Assessment and Testing business streams.

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## Key responsibilities:

The jobholder will be involved in all aspects of systems support within Assessment and Testing, including, but not limited to -

- Working with other IS staff, Super Users and end users to respond to and resolve operational and systems related issues.
- Working with IT staff to manage and monitor database and application servers.
- Installing and customising packaged solutions.
- Supporting other team members with programming on both new and existing systems, including system and user testing.

To provide second-level support for all existing systems:

- Cases are passed via a Help Desk or another member of the IS Team. IS Support/Developers may also identify issues themselves.
- Resolution times and prioritisation are defined by service level agreement documents.
- The jobholder will participate in an out-of-hours on-call support rota, providing 24x7 support.
- Each case will be owned by an individual, who will be responsible for its resolution.

To carry out administration work against existing systems, including, but not limited to:

- Database administration.
  - User access management and security monitoring.
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- Performance monitoring and capacity planning.
  - To adhere to a structured change control process, ensuring that all requisite documents and approvals are maintained as required.
  - Where necessary liaise with internal & external suppliers.
  - The jobholder will occasionally be required to deliver training to other members of the IS Team, Super Users and end users.
  - Proactively identifying opportunities for system or process improvements that can help the business in achieving its budgetary and strategic objectives.
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### **Candidate Spec:**

- Educated to degree level or equivalent.
  - Some experience in programming in a Corporate or Business Environment.
  - Excellent communication skills. Able to interact effectively with staff at all levels including senior management and within environments where different languages and cultures prevail.
  - Able to combine creativity with practicality to deliver solutions that work.
  - The ideal candidate will have a good knowledge of technologies, with the ability to pick up new skills quickly and as required.
  - Some experience in web development using the following technologies:
    - ASP, ASP.NET
    - C#
    - XML
  - Ideally some experience in Microsoft SQL Server:
    - Transact SQL statements & Stored procedures
  - This is a global role and may involve travel both to other UK sites and internationally. It also requires participation in a 24x7 on-call support rota and will involve occasionally working unsociable hours.
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### **To apply:**

Please forward CV with brief covering letter to: [anuj.puri@bsigroup.com](mailto:anuj.puri@bsigroup.com)

If you are an internal candidate, please advise your manager of your interest in this opportunity.

**NO AGENCIES – We regret we are unable to accept applications via employment agencies.**

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**Display Until**

**16 February 2012**

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