

RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.**Post Title:** Systems Development Officer**Unit/Team:** IT and Digital Services**Grade:** Grade E**Service:** Digital and Communications**Reports to:** IT & Digital Services Manager**Issue Date:** October 2024

PURPOSE OF THE JOB

This role is part of a team delivering service activities in line with departmental standards, guidelines, defined delivery frameworks and operating practices.

The team uses its project, business, analytical and technical skills in leading and supporting a host of system-based projects. Working closely with IT and Digital Services Team colleagues, system owners, users and other stakeholders, the IT and Digital Systems Development Officer will bring their knowledge and skills to the development, implementation, deployment, and support of the team, service areas, and wider council.

The role will be responsible for supporting the design, implementation, and maintenance of various organisational systems to support efficient business operations and strategic objectives. This role involves collaborating with internal stakeholders to assess system needs, ensuring software and hardware solutions align with organisational goals, and managing the lifecycle of development from inception to completion. The Systems Development Officer is also responsible for ensuring the security, scalability, and continuous improvement of systems to enhance productivity, data integrity, integration and user experience across the organisation.

Key objectives include:

- Supporting the development and deployment of system solutions to meet business requirements.
- Ensuring the integration and optimisation of software applications.
- Overseeing technical development and support for systems-related issues.
- Driving innovation in system design and implementation to support future growth.
- To coordinate, support, motivate and provide training to Service Areas and digital champions.

- Contribute to service-specific and Council-wide innovation projects to:
 - help improve the quality and timeliness of decisions; and
 - help to improve understanding of residents' needs.
- Use the best of modern data technologies and platforms, including ongoing investigation and research into emerging technology.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 Analyse business requirements and translate them into technical specifications for system development and ensuring the system architecture is scalable, secure, and optimised for performance.
- 1.2 Knowledge of software development lifecycle (SDLC) methodologies such as Agile, Scrum, or Waterfall.
- 1.3 Support the full lifecycle of systems development projects, from initial concept and design to testing, deployment, and ongoing maintenance, including solutions to enhance organisational processes.
- 1.4 Provide technical support and guidance to internal users for systems-related queries and issues.
- 1.5 Facilitate seamless integration of new systems with existing infrastructure and software applications. This will include working closely with vendors and third-party providers to implement and customise solutions to meet the organisation's needs.
- 1.6 Develop and maintain system documentation, including architecture diagrams, configuration details, and user manuals.
- 1.7 Experience with integrating different systems, applications, and platforms using APIs, middleware, and data exchange protocols such as REST, SOAP, GraphQL, JSON.
- 1.8 Experience working with enterprise resource planning (ERP) systems and customer relationship management (CRM) platforms.
- 1.9 Strong understanding of database design, development, and optimisation techniques. Including data modelling, querying, and database security practices.
- 1.10 Experience with cloud platforms such as AWS, Azure.
- 1.11 Proficiency in programming languages such as Python, Java, C#, PHP, or JavaScript. Experience with database management systems (e.g., SQL, MySQL, PostgreSQL, Oracle).
- 1.12 Strong knowledge of system architecture design principles, including distributed systems, microservices, and cloud computing. Ability to design scalable, secure, and efficient IT systems.

- 1.13 Experience with automating tasks and workflows using scripting languages (e.g., Bash, PowerShell, PowerApps, Python). Understanding of data analytics platforms and tools (e.g., Power BI, Tableau, Google Analytics).
- 1.14 Ability to extract, analyse, and present data to drive informed decision-making and system improvements.
- 1.15 Aspire to empower and enable staff and members to work towards a 'new normal' way of working and actively embed the culture that enables this. Educating business units on the 'art of the possible' and provision of digital technologies.
- 1.16 Assist and work with the Programme Board to support and develop appropriate work programmes and projects.
- 1.17 To ensure a personal commitment to horizon scanning and direction of travel for digital technologies.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 Be part of a culture of proactive and continual service improvement, helping to shape the vision for how to enhance the user experience of digital services.
- 2.2 Provide subject matter expertise and quality assurance where required to the team, colleagues, and wider council on key areas under your area.
- 2.3 Build operational relationships with suppliers, making sure services and products are delivered and aligned to industry best practice, regulatory and contractual requirements.
- 2.4 Involved with directing employed and contract staff/companies engaged under support contracts for specialist services and projects.
- 2.5 Assist the Manager, Leads and wider team with analysis related activities on a day-to-day basis, including ensuring service levels and customer satisfaction levels are maintained.
- 2.6 Excellent communicator with the ability to simply explain complex ideas, to mentor and lead others through change.
- 2.7 Negotiate with suppliers to ensure the best price is secured for the best services; to assist in product evaluations and the implementation of new services.
- 2.8 To ensure that the appropriate controls, documentation, and inventories are in place to effectively manage and report on software licensing within the Council.

- 2.9 To assist in the management and enforcement of appropriate systems, processes, and tools to ensure they are secure and in compliance with all appropriate standards and regulations.
- 2.10 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.

3. SUPERVISORY RESPONSIBILITIES

To mentor, coach and develop junior members of the Team and digital transformation function in all aspects.

4. FINANCIAL RESPONSIBILITIES

Contribute to the accurate input, monitoring and tracking of procurement information to assist with accurate budget monitoring.

5. RESPONSIBILITY FOR ASSETS AND DATA

To be responsible for all physical and non-physical service-related assets and data as agreed with and delegated by the IT & Digital Services Manager and other Lead officers.

To assist in defining, monitoring, and enforcing appropriate standards in relation to the management of physical and non-physical assets and data.

6. EXTENT OF PUBLIC CONTACT

The role may require occasional work in public areas with occasional direct public contact.

Direct public contact may be required in relation to technical services that we provide and support direct to the public, including, but not limited to web technologies, self-service devices, and data services.

7. WORKING CONDITIONS AND ENVIRONMENT

The service demands and requirements for this role mean that a hybrid working model is possible. It is expected that the role will be office based for a minimum of 16 hours within a working week (40% of the time). It is expected that Team meetings, 1-1's, staff briefings are attended in person.

There may be a requirement to visit our data centre locations, partner sites and organisations in relation to the role. There will also be a requirement to attend conferences, training and associated events from time to time.

There may be occasions where out of hours working will be required, for example attending a members meetings or in support of departmental work or unplanned remedial works.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety
Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION

Post: Systems Development Officer



For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Analyse business requirements and translate them into technical specifications for system development and ensuring the system architecture is scalable, secure, and optimised for performance.	E	A/I
Experience with automating tasks and workflows using scripting languages (e.g., Bash, PowerShell, PowerApps, Python).	E	A/I/T
Proficiency in programming languages such as Python, Java, C#, PHP, or JavaScript. Experience with database management systems (e.g., SQL, MySQL, PostgreSQL, Oracle).	E	A /I
Experience with integrating different systems, applications, and platforms using APIs, middleware, and data exchange protocols such as REST, SOAP, GraphQL, JSON	E	A/I
Experience in research, systems, software and assisting in the design of digital solutions for processes and tasks following frameworks and methodologies.	E	A /I
Support the full lifecycle of systems development projects, from initial concept and design to testing, deployment, and ongoing maintenance, including solutions to enhance organisational processes	E	A/I
Experience in training people in the use of systems and software.	E	A/I
Knowledge of working with non-technical users to produce storyboards, scoping, and user requirement documents.	E	A/I
Knowledge of translating user documentation such as storyboards into technical scopes, proposals, and reports.	E	A/I
Demonstratable knowledge of being solutions focused to overcome process, system, or design flaws to maintain service or services.	E	A/I
Ability to solve complex problems in services that must stay up during problem resolution.	E	A/I
Knowledge of project and planning skills, including the evaluation, and establishing of requirements.	E	A/I
Excellent interpersonal, networking and negotiation skills, including the ability to successfully communicate complex issues coherently and persuasively.	E	A/I

Good people skills, with the ability to engage in a positive working environment in which equality and diversity are embedded in every aspect of the team's work and output, dignity at work is upheld and staff are empowered and motivated to achieve good outcomes.	E	A/I
Understanding of and commitment to the Council's equal opportunities policies and ability to put these into practice within the context of this post.	E	A/I
Understanding of and commitment to achieving the Council's values and ability to put these into practice within the context of this post.	E	A/I
The ability to keep abreast of emerging technologies and working practices, and their application to IT & Digital Services service delivery.	E	I
The ability to gather information, interpret data and write reports, give presentations, and communicate both to a technical and non-technical audience, including attending member meetings out of hours from time to time.	E	A
The ability to promote a professional image of the Council and the IT & Digital Service with particular attention to customer care and delivering to set standards and KPI's.	E	A/I
The ability to effectively manage time and workload priorities.	E	A/I
The ability to work with a variety of team members within IT and the wider council.	E	A/I
Flexibility in hours worked including out-of-hours and working at short notice.	E	A/I
The ability to travel to other sites (specifically local and remote datacentres), partners and suppliers.	E	A/I
Hold a valid full driving licence	E	A/D
A commitment to work within our CAN DO values	E	A, I
Knowledge of translating digital vision into practicable digital solutions and processes.	D	A/I
Knowledge of cross-government procurement frameworks and processes.	D	A/I
A degree in an IT related subject or relevant vocational qualifications.	D	A/D
Hold at ITIL qualification to at least foundation level.	D	A/D
Hold a project management qualification i.e., Prince 2, SIGMA 6, Agile.	D	A/D

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D