

<b>Job Title:</b>	IT Development Officer	<b>Grade: SG6</b> <b>(1 FTE)</b>	
<b>Department:</b>	Natural Resources Institute (NRI)	<b>Date of Job Evaluation:</b>	
<b>Role reports to:</b>	NRI IT Development and Design Specialist		
<b>Direct Reports</b>	None		
<b>Other Key Contacts:</b>	NRI IT Team members, Deputy Director, NRI Management Accountant, NRI's Enterprise Development Manager, NRI Staff, University IT support staff, Students		

#### **PURPOSE OF ROLE:**

Under the direction of NRI's IT Development and Design Specialist and working with NRI's IT Team and other relevant professional services staff, the IT Development Officer will join an existing team to undertake development of NRI's websites and bespoke information systems, and in addition will strengthen first-line support to NRI staff using NRI's systems and liaising with the University IT support teams. The role requires a flexible approach, working across departments within NRI, supporting technical projects and teaching programmes on a flexible and demand driven basis. The successful candidate will be a self-starter who will be able to manage competing demands and deadlines.

#### **KEY ACCOUNTABILITIES:**

The IT Development Officer will support the business of NRI aiding in the timely delivery of tasks. This role requires close liaison with NRI staff, NRI Research students and University central IT support teams.

#### **Team Specific:**

- Develop and maintain NRI Joomla!-based websites and bespoke information systems.
- Extract data from NRI databases using a combination of Perl, MySQL and PHP languages.
- Set new staff up on the NRI's systems and website and provide basic instructions on how to use them.
- Liaise with the University's central support teams over outstanding support requests.
- Provide additional IT support to NRI staff where the University's central IT support team is unable to provide this e.g. laptop set-up and support, advice on creating presentation materials

#### **Generic:**

- Respond to queries/enquiries in a timely and effective manner.

#### **Managing Self:**

- Maintain a proactive approach, ensuring that both current and future support needs of the Institute are met.
- Continuously improve own knowledge of the administrative systems and the University policies.
- Maintain own continuous professional development (CPD).
- Continuously strengthen effective interpersonal skills.

#### **Core Requirements:**

- Adhere to and promote the University's Equality and Diversity policies.
- Ensure compliance with Health & Safety regulations.
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Work within NRI's Quality Management System (ISO 9001:2008)
- Work within ISO 27001.

**Additional Requirements:**

- Any other duties appropriate to the post and grade.

**KEY PERFORMANCE INDICATORS:**

- Effectiveness of support to NRI staff (measured by regular feedback).
- Yearly goals met (monitored/measured through the UoG Annual Staff Appraisal.
- Production and delivery of work and set tasks to agreed timescales, quality and plan.
- Contribution to team climate, equilibrium and effectiveness.
- Compliance with corporate standards.

**KEY RELATIONSHIPS (Internal & External):**

- NRI IT Team members
- Deputy Director
- Administrative colleagues in NRI
- Members of NRI academic staff
- University IT support staff
- NRI Research Students

**PERSON SPECIFICATION**

<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>▪ HTML; Perl; PHP; SQL; CSS</li> <li>▪ Content Management Systems</li> <li>▪ Experience in an IT Support role or similar customer facing role</li> <li>▪ Experience of using MS Office</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>▪ Proven programming/development skills</li> <li>▪ Excellent organisational skills</li> <li>▪ Ability to multi-task and manage competing priorities to agreed deadlines</li> <li>▪ Good analytical skills and judgement</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>▪ Javascript/Jquery</li> <li>▪ JSON</li> <li>▪ Bootstrap</li> <li>▪ Joomla!</li> <li>▪ YAML</li> <li>▪ MySQL</li> <li>▪ Adobe CS</li> <li>▪ Experience of Higher Education Systems</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Experience in presentation design</li> <li>• Use of specialist software for video editing, infographics etc.</li> <li>• Editing material for delivery through social media e.g. photographs, video etc.</li> </ul>

<ul style="list-style-type: none"> <li>▪ Ability to work effectively as part of a team and on own initiative</li> <li>▪ Excellent, effective interpersonal and oral communication skills</li> <li>▪ A high standard of written and spoken English</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>▪ Excellent standard of general education</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• We are looking for people who can help us deliver the <a href="#">values</a> of the University of Greenwich: Inclusive, Collaborative and Impactful</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>▪ Degree in an IT-related discipline</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
---	---