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| Last updated: | November 2019 |

**JOB DESCRIPTION**

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| Post title: | **Senior Software Engineer Team Lead** | | |
| Academic Unit/Service: | Service Delivery - iSolutions | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| Posts responsible to: | Team Manager | | |
| Posts responsible for: | None | | |
| Post base: | Office based | | |

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| Job purpose |
| To lead in the delivery of application solutions, using commercial off the shelf applications, Software as a Service products through to in house developed applications, in support of the University’s IT needs:  To lead and manage a team of technical specialists in conjunction with the University community to deliver flexible and innovative applications in order to support the University’s education, research and enterprise agendas.  To plan & support those developments by means of documentation, training, automated testing and providing third-line support for the team’s areas of responsibility.   * To propose new and innovative solutions to organisational challenges and make recommendations for continual improvement of systems, services and processes. * To line manage a small team of technical specialists |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Lead and manage a small team ensuring that a positive collaborative team environment is fostered and maintained. Promote a culture of innovation and continual improvement aimed at delivering real value for the University. | 10% |
|  | Work as a Senior Software Engineer leading project teams in the delivery of services and solutions, throughout their entire lifecycle, in support of the University’s mission.  Work directly with the University community to capture requirements and communicate possibilities to support the delivery of capabilities as required. | 30% |
|  | Ensure reliability and quality of services delivered by ensuring documentation, training and testing is delivered as part of the product in line within agreed policies and practices. To provide instruction to end-users and provide third-line support for these services where appropriate. | 20% |
|  | Mentor more junior Software Engineers working on project teams to develop their skills and ability to deliver projects that provide value to the University. | 15% |
|  | To support the Application Architect in creating a sustainable ecosystem of services delivering value to the University.  Use initiative to propose new and innovative solutions to organisational challenges and make recommendations for continual improvement of systems and services. | 10% |
|  | Develop self-service capabilities to enable end-users to resolve their issues in an expedient manner whilst releasing technical experts to work on higher value tasks. | 5% |
|  | Engage with communities inside and outside the department discovering patterns of best practice and formulate standards which align with the departmental culture. | 5% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| The post-holder will be expected to undertake the duties as part of an integrated team and will be expected to adopt priorities and engage in activities, which promote the effective working of the whole team.  Internal:  The post holder will work closely with:   * Technical specialists and service delivery teams within iSolutions * Academic staff at all levels across the organisation * Professional Services and Faculty colleagues across the University.   External:  The post holder will liaise with:   * Computer software and service suppliers * Other academic institutions and related organisations to participate in collaborative activities and projects to the benefit of iSolutions and the University as a whole.   It is expected that the duties will be performed in the light of the relevant activities in Higher Education generally. The post holder will be expected to be aware of the activities and initiatives being formulated globally within the relevant specialist area and will be expected to take part in such activities should they be relevant to, and of benefit to, the work being undertaken locally. |

| Special Requirements |
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| To maintain the relevant level of professional expertise and qualifications to discharge the duties of a Senior Software Engineer and to agree with the team manager on a relevant professional development programme.  To have an understanding of how equality, diversity and inclusion applies to the responsibilities of the role and to actively promote equality, diversity and inclusivity in all aspects of the role.  The role will require travelling between campuses as appropriate.  There may be a requirement to work varying core hours, and on occasion to work outside normal hours, to ensure that service commitments are met. |

**PERSON SPECIFICATION**

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| Criteria | Essential | **Desirable** (in order of desirability) | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree.  Proven track record of adapting to and learning new technologies, programming languages and ways of working.  Experience supervising and managing staff in a professional environment.  Experience of modern HTML and CSS and the impact that high quality mark-up can have on performance, accessibility and discoverability.  Demonstrable experience in programming and systems analysis in at least three of the following:   * C# .NET * Java * JavaScript * Python * PHP * SQL & Database application building   Demonstrable experience in multiple technologies, especially:   * .Net Core * Python Flask * Groovy on Grails * Message passing protocols e.g. JSON, XML, MQTT * Modern JavaScript Frameworks * MySQL/MSSQL Server * Oracle SQL * NoSQL Databases * Other product specific frameworks   Knowledge and expertise in the following:   * Unit testing * Software design patterns * Continuous Integration * Continuous Delivery * User experience design * Event driven systems * System auditability * Linux Administration * Windows Administration   Experience of delivering secure applications which handle personal information and awareness of the current attack surface of internet facing applications and the defences required.  Experience in managing and maintaining Web server technology such as IIS, Apache or Tomcat/JSP Container.  Awareness of current and emerging; web and database technologies, languages and frameworks, and what problems each are best suited to solving and which they are not. | Knowledge of cloud platform patterns and best practices.  Microsoft Certifications  Java Certifications  Membership of BCS  Lean Six Sigma White Belt  Demonstrate commitment to maintaining professional knowledge and awareness through continuing personal and professional development. | Application & Interview |
| Expected Behaviours | Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  AND  As a Line Manager role model the Southampton Behaviours and work with the management team to embed them as a way of working within the \*faculty/directorate/school/department.  OR  Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team. |  |  |
| Planning and organising | Ability to plan and own technical projects and have significant input to planning of other major infrastructure projects  Ability to proactively identify, plan and manage own workload, including fully planning and owning technical projects.  Ability to identify requirements of users across an extensive user community.  Ability to work with others to:   * Develop requirements. * Agree and deliver work packages. * Deliver valuable functionality. * Design application-testing procedures. * Produce documentation to required standards. * Comply with release management procedures. * Consider operational support of a product during its design | Experience and understanding of change management processes. | Application & Interview |
| Problem solving and initiative | Strong fault diagnosis and troubleshooting skills with logical and pragmatic thought processes. Ability to identify problem areas and follow problems through to resolution.  Ability to investigate and provide effective and creative approaches to problem solving.  Consistent drive to proactively follow problems through to resolution.  Confidence to challenge existing work practices; to produce options and proposals; to strive to make improvements; participate in or lead constructive technical discussions. | Methodical, calm and clear-thinking under pressure.  Experience of using Lean methodologies to deliver process optimisation. | Application & Interview |
| Management and teamwork | Ability to lead a highly technical team, and to collaborate effectively with other technical specialists on project work and towards the resolution of problems.  Proven ability to make decisions in a confident manner under pressure.  Ability to foster good relationships with colleagues and other members of the organisation. | Experience of working within a DevOps environment.  Experience working in an Agile development team.  Experience of successfully developing staff. | Application & Interview |
| Communicating and influencing | A professional, customer-orientated approach to project delivery.  Ability to persuade and influence in order to foster and maintain relationships both within a project team and the wider University.  Ability to resolve tensions and difficulties as they arise.  Excellent verbal and written skills and the ability to:   * describe available technical solutions to end-users * communicate knowledge to colleagues * document procedures   Confidence to communicate with all levels of the organisation.  Ability to provide clear and concise reporting to Senior Management and Team Manager.  Confidence to be a first point of contact for enquiries from colleagues, customers or suppliers.  Ability to attend and confidently contribute to section and departmental meetings, to plan and present information. | Involvement in relevant technical communities, such as through technical blogging, attendance at workshops, or contributing to open projects. | Application & Interview |
| Other skills and behaviours | Confidence, experience and skills to take initiative, but know when to refer queries upwards. | Experience of contributing to budgetary planning.  The ideal candidate will have a genuine interest in web application development and be keen to further the excellent reputation of the University in this area through participation in conferences, seminars and similar events. | Application & Interview |
| Special requirements | The post-holder will occasionally be required to work outside normal office hours to meet the operational needs of the service.  Demonstrable keenness to research current marketplace and keep up to date with enterprise developments. |  | Application & Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| ☒ Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| ☐ No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |