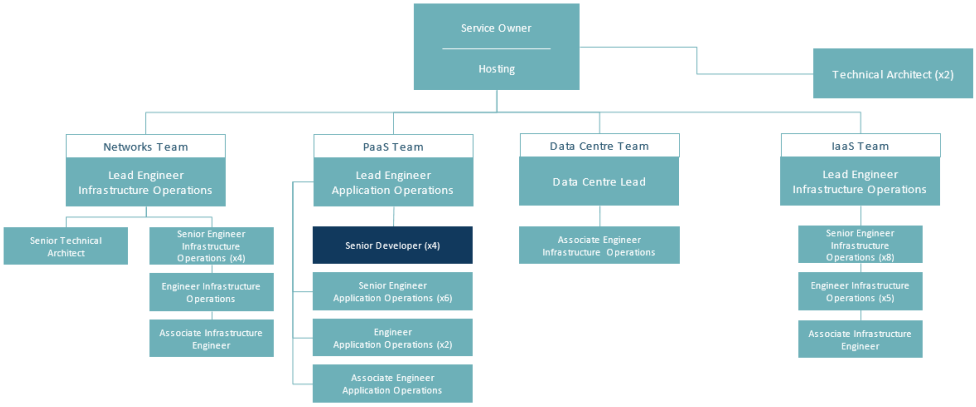
Role Profile

FCDO Services

Role Title	Senior Developer (.Net)
Business group and team	GDT Operations (Hosting)
Job Purpose Overview	A software developer designs, runs and improves software that meets user needs. They are responsible for writing clean, secure code following a test-driven approach within a SDLC framework. They create code that is open by default and easy for others to reuse. A Senior Developer provides advice to clients and recommendations to senior stakeholders / managers across GDT and other government clients on how to resolve more complex and innovative technical challenges. The Senior Developer will deliver integrated solutions to form a complete service including: • Ability to translate user stories into end solutions. • Plan and lead development on sets of related stories. • Make decisions and work autonomously on the priorities and allocation of work, including suggesting and implementing process improvements. • Have an understanding of the whole system and take responsibility for teaching this to others. • Work with customers and colleagues to create and gather requirements to deliver Software Requirement Specifications for each module of application being built. • Manage application design workshops working with Business Analysts and Delivery Managers to ensure functional requirements meet business objectives. • Align Software builds to Software Delivery Lifecycle standards. • Coach and mentor more junior colleagues to help resolve more complex challenges. • Operate the production services they build. • Find ways to improve system robustness, collaborative tools, resilience and stability. Within the Hosting team, the Senior Developer will work on bespoke Applications development.
Organisational position	The .Net role within the Hosting team:



Date Updated	30 October 2019		Updated By	PH KT	
Current / Applied Grade	TPB5	Job evaluation date	18 Nov 2019	Confirmed grade	TPB5

JOB RESPONSIBILITIES

The Senior Developer designs, codes, tests, corrects and documents large and/or complex programs and program modifications from supplied specifications. They will bring extensive expertise in best practice standards and tools in order to make recommendations and agree these with the customer, to achieve a well-engineered result. They will have a good understanding of the integration of their work with other elements of the solution as well as the impact on other areas within the business and wider markets. May represent FCOS externally in customer meetings to provide updates, advice and gain a better understanding of customer requirements.

Delivery and Commercial Performance

- Demonstrate a comprehensive understanding of customer business requirements in identifying and developing appropriate and cost-effective software applications.
- Develop high level application design specifications (HLD) which enable the customer to achieve their business strategic objectives, providing full appraisal of alternative options with comparative analysis of associated costs/benefits.
- They will be responsible for analysis of data requirements to establish, modify or maintain object/data models.
- Create and test complex, well-engineered web pages with specified content and layout. Using agreed best practice standards, tools and techniques to provide complex web interfaces to new or existing applications.
- Provide the technical expertise and quality assurance for all aspects of design, documentation, processes and products, including assessment of application performance.
- Produce development estimates for the design, development and support of software applications, (including reviewing end user documentation) ensuring that high quality products and services are delivered on time and within budget.
- When working with more junior developers they will plan, schedule and monitor their work activities, allocating sub tasks appropriately to ensure that work commitments are met to time, cost and quality targets and that existing applications receive adequate technical support.
- Assist business development in gaining potential work e.g. by contributing to the tender process or by providing technical support to the sales team.
- Lead research and development for wider markets opportunities.

- Uses application management software and tools to collect agreed performance statistics, schedule application maintenance tasks and ensure adherence to patching and software bug resolution.
- Manage and maintain an appropriate business agreed environment for development.

Customer Focus

- Provide technical consultancy to analyse customer's business requirements and enable production of high quality design applications that meet their specified needs.
- Work alongside customers/stakeholders concerning mandatory versus desirable functionality and use of specific application technologies to ensure developed applications adhere to FCO Services standards and current best practice.
- Take the lead in investigating and resolving unprecedented or unique issues raised by the customer which may also have major implications for their business continuity. Deliver or oversee the solutions implementation, ensuring that no additional problems are caused in the process.
- Liaise with stakeholders/customers ensuring appropriate levels of communication are maintained regarding technical issues.
- Work with commercial partners to ensure software is developed in accordance with best industry standards and methodologies.
- Produce documentation that will assist the customer in using the application or will assist support staff when resolving faults: e.g. User Guides and Technical Handover Documents.
- Deal constructively and effectively with customer/stakeholder enquiries along the lifecycle of any development.
- Develop and maintain robust and professional long term relationships with customers, contacts with third party suppliers and professional bodies ensuring that FCO Services is seen to be at the forefront for delivering high quality responsive technical solutions based on leading edge technologies and methods.

Processes (Efficiencies and Effectiveness)

- Use appropriate tools and methods to analyse customer requirements.
- Assist line manager in the interviewing process to meet project demand and any on-boarding activities.
- Provide the technical expertise in resolving any complex issues that arise during the development process and give advice and assurance to colleagues and customers.
- Develop and maintain coding standards and common code libraries to reduce development time, increase stability and reduce time to bug fix, thereby reducing cost.
- Ensure compliance with internal and customer required security standards and protocols.
- Assist the wider team to provide technical expertise on more complex incidents and problems.

Learning & Growth

- Development of Application Team and support for junior resource in the team.
- Maintain own professional development and technical/specialist expertise to keep abreast of the latest technologies and best practice.
- Maintain awareness of customer strategic developments by establishing a network of regular contacts both within FCOS and third party providers.
- Undertake further training in line with annual personal development plan including attendance at in-house and external training events and conferences and attaining and maintaining technical certification.
- Presentation of new technology concepts to team members, colleagues and broader FCO Services and customers which provide potential for enhancing services provided / improving business development opportunities for the organisation.
- Manage the provision of adequate information, instruction and training for work activities to be conducted safely at all times.

- Develop and maintain specialist knowledge of database concepts, object and data modelling techniques and design principles and a detailed knowledge of database architectures, software and facilities.
- Conduct training sessions with the wider team on new technologies or application development.
- Mentoring of junior team members and provide learning guidance to extended team members.

KNOWLEDGE & KEY SKILLS

Essential:

- Ability to manage workloads and prioritise deliverables to ensure release dates are met.
- Excellent listening, influencing, and presentation skills as they will attend client meetings to interpret solution requirements and advise customers on potential solutions and options.
- Chair technical meetings and ensure minuted deliverables are produced.
- Excellent written and verbal communication skills with the ability to communicate clearly at all user levels (internal and external customers).
- Ability to write KBA's, high and low level Software Requirement Specifications.
- Knowledge of Clustered environments.
- Knowledge of Software Development Lifecycle.
- Support experience of developed code and bug identification.
- Ability to take initiative, identify and respond to customer requirements.
- Demonstrates the ability to organise and prioritise work to achieve tight deadlines.
- Previous experience of working in a high pressured, fast paced team.
- Networks - sufficient knowledge to ensure software is developed to the best effect.
- Experience in working within a secure environment.
- Experience of technologies in an enterprise environment and virtual environments.
- Extensive knowledge of Windows .NET and other programming languages (.Net developer).

This role should demonstrate knowledge and skills at SFIA level 5.

- Application support
- Programming/software development
- Software design
- Database design

Knowledge required of the Digital Data and Technology Profession Framework (DDaT Skills Levels) for this role:

https://www.gov.uk/government/publications/senior-developer-skills-they-need/senior-developer-skills-they-need

Skill	**Skill level**
Development process optimisation	Working
Modern standards approach	Practitioner
Programming and build (software engineering)	Practitioner
Service support	Practitioner
Systems design	Practitioner
Systems integration	Practitioner
User focus	Practitioner

Essential (Professional Qualifications and Accreditation):

- A Levels / AS Level / NVQ Level 3 / Access to Higher Education Diploma / Advanced Apprenticeships. Preferably in a Computer Science, Computer Systems, Networking / Digital Data Communication or Science, Technology, Engineering or Mathematics (STEM) subjects or relevant job experience.
- Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience.
- ITIL Foundation V3 Certification accreditation or relevant job experience
- .Net developer skills (.Net developer):
    - Web development – HTML, ASP.NET, CSS, SQL, Web Services, XML accreditation or relevant job experience
    - plus accreditation or experience in two of the following:
        - Database development – Microsoft SQL Server/MariaDB
        - Microsoft Solutions Certified Developer (MCSD) .NET Framework
        - Office Development – Office, SharePoint. MS Dynamics O365

Desirable:

- Strong understanding with traditional Windows Server Domains and Cloud technologies
- Knowledge of Internet Information Server and web hosting
- Experience in working alongside many aspects of the ITIL3 environment such as production, problem & change management, and quality assurance.
- The ability to create and support Operational Process documentation, for use across the business
- Strong numerical and analytical skills
- Atlassian suite experience (JIRA, Confluence, GitHub, etc.)
- Apache NiFi experience
- Experience in the following development languages: VB6/VB.NET/ C#

Desirable: Digital Data and Technology Profession Framework (DDaT Skills Levels):

https://www.gov.uk/government/publications/senior-developer-skills-they-need/senior-developer-skills-they-need

Skill	**Skill level**
Availability and capacity management	Working
Information security	Practitioner
Prototyping	Practitioner

Desirable (Professional Qualifications and Accreditation):

- ITIL Foundation V4 Certification
- Microsoft Certified Professional Developer (MCPD): ASP.NET Developer 3.5 certification
- Microsoft Certified IT Professional (MCITP): Business Intelligence Developer 2008 certification
- Microsoft Certified Professional Developer
- Microsoft Visual Studio Team System 2017

CIVIL SERVICE BEHAVIOURS

- Managing a Quality Service
- Making Effective Decisions
- Working Together

CRITICAL SUCCESS FACTORS

Success measured and evidenced by delivery against stated goals and objectives covering at a minimum:

- Prioritises tasks and understands business needs. Measures the impact of their work. Ensures that services are available for users (99999 approach). Proactively manages problems which underpin service availability by employing programme, project and risk management methodologies appropriately.
- Works in a no-blame culture and feels empowered to make judgement calls. Makes the right decisions at the right time based on the information and evidence available. Takes measured risks and learns from mistakes. Visualises, articulates and solves complex problems and concepts. Applies logical thinking and information from analysis using comprehensive tools and techniques to make and validate decisions.
- Ensures that technical terminology is business-oriented. Translates technical terminology and asks the right questions to find solutions.
- Is a good team player and works effectively across IT operations. Is able to manage challenging relationships with internal and external teams and suppliers. Demonstrates the FCO Services values and someone the engineers aspire to.

Budget Responsibility?	**If YES, how much:**	**If NO can they authorise payments?**
N	£ N/A per annum.	N
Reports to: (Role Title and Grade)	Hosting: Lead Engineer Application Operations (TPB5)	
Direct Reports: (Number and grades of staff)	None	