Job Description

Job Title	Junior System Developer
Directorate	ICT & Digital
Service Area	Digital Services
Grade	5
Competency Level	1
Salary	£30,060 - £34,314
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	A9565

Job Purpose

The Junior System Developer, working in our Development team in Digital Services, will provide technical and administrative support to an ongoing programme to improve digital access to council services.

The role holder will provide user, administrative and technical support, and contribute to the development of processes and systems using low and no-code technology within a 3rd party case management system administered for Customer Experience as part of the Customer Experience Improvement Programme.

The role holder will also be responsible for quality assurance and testing of processes and systems within the 3rd party case management system for the service

acting as the gateway for service release through the completion of user testing, and will provide guidance and training and support on the transfer of knowledge to all internal and external clients.

Directly Responsible For:

N/A

Directly Responsible To:

Technical Lead

Main Areas of Responsibility:

- Develop processes and systems within the case management solution, based on existing and new digital processes developed from the Customer Experience workstreams using low and no-code solutions
- Take an active role in quality control testing of processes and systems within the case management solution
- Provide technical support for users and administrators of case management system
- Respond to support calls in a timely manner and take ownership until resolution
- Work with Development Team and UX Content Managers to resolve technical issues
- Work with other members of the Development team to provide continuous support for the working day
- Monitor and maintain case management system in a pro-active role
- Liaise closely with project team members and clients to realise project objectives
- Work with project managers and clients at all levels
- Keep up to date with new development in ICT

- Create and use test plans to ensure quality standards are met
- Perform regular quality reviews and cleansing activities
- Ensure that appropriate arrangements are in place to provide for a positive work/life balance
- Work within and to service levels and development standards

Supervision and Management Responsibility:

- None

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role will involve the use of Display Screen Equipment (DSE), including but not limited to screen, keyboard and mouse.
- This role could involve sitting for long periods of time whilst using DSE

Corporate Responsibility:

- Contribute to the delivery of the Council Plan

- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1.**

[The competency framework can be found here](#).

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A-Level or equivalent in a technical or similar subject (IA)

Desirable

- Qualification, training, or relevant experience in relevant IT related technologies and system administration

Experience

Essential

- Experience of providing customer-focused support within an IT environment.(IA)

Desirable

- Experience of building processes and systems within software system using low and no-code systems
- Experience of building processes and systems within software systems, using WYSIWYG interfaces and system tools

Skills/Abilities

Essential

- Understanding of digital processes and web technologies (IA)
- Working knowledge of code level html / CSS design (IA)
- Good communication skills, with the ability to explain technical issues to non-technical people (IA)
- Professional approach and positive attitude, with strong problem-solving skills (IA)

Desirable

- Proven track record of working within a dynamic multi-project environment.
- Ability to work well within a team environment
- Demonstrate a professional demeanour and positive attitude, with strong problem-solving skills
- Ability to work to strict time constraints

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Ownership of issues to resolution across ICT disciplines and management of third parties