Job description	
Job title	IT Developer
Grade	Grade G
Directorate	Corporate Resources
Section/team	Information Technology Service
Accountable to	Lead Developer, Principal IT Officer
Date reviewed	January 2018

Purpose of the Job

The purpose of the post is to provide software development and support within Knowsley Metropolitan Borough Council's IT Service.

The post holder shall assist in providing support for software solutions development predominantly using Mendix rapid application development and Microsoft technology e.g., Visual Studio and Azure. The post holder will also be expected to develop using several database platforms and reporting tools.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To provide basic support in the delivery of IT processes and procedures ensuring that any required documentation is maintained.

2. Under guidance from the senior colleagues, assist in the creation, development and maintenance of computerised records and files, including data input.

3. To assist colleagues with the implementation and configuration of third party software applications, systems and internal applications, developing a working knowledge and understanding of the appropriate standards and tools used and ensuring that any required documentation is maintained.

4. Under guidance from senior colleagues, learn and understand how to use relevant reporting tools, to extract reports to deliver information from systems to meet customers' business requirements

5. To assist colleagues with development projects from initial idea / study to live implementation (including post implementation reviews) learning how to use approved project management techniques.

6. To liaise with software suppliers on errors, upgrades and system development.

7. To utilise established processes (e.g., ITIL) in the execution of the post holder's duties under minimal supervision.

8. Work with customers and IT colleagues to understand business requirements relating to application enhancements, integrations and developments and represent the IT division on relevant implementation or development project groups.

9. Based on agreed customer requirements assist in the writing IT specifications for enhancements, integrations and developments. To document and implement simple requests for change in relation to any IT components under the control and management of the team.

10. To use appropriate software tools, with the guidance of senior colleagues, to maximise the efficiency of the ongoing support & maintenance of the IT infrastructure.

11. To use tools and techniques for specific areas of release/patch and deployment activities under the guidance of senior colleagues. The post holder also administers the recording of activities, logging of results and document activities undertaken.

12. Provide general support and patch/software upgrades to in-house and 3rd party IT applications updating information as required.

Health and Safety

- To use equipment as instructed and trained.

- To inform management of any health and safety issues which could place individuals in danger.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction, or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity**. You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability**. You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication**. You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.