University of Edinburgh: Job Description

1. Job Details
Job title: VLE Developer
School/Support Department: Learning Technology Section, DULT, College of Medicine and Veterinary Medicine
Unit: e-Learning Unit
Line manager: Special Projects Manager
Unique Job reference number: MLT/01

2. Job Purpose
Architect, build and maintain appropriate software applications and data in support of the College, closely liaising with the entire College community and its affiliates.

3. Main Responsibilities
1. Maintain existing information systems and the data used by those systems to ensure the proper running of college's e-learning environments. 25%
2. Provide technical and non-technical email and phone support to the community (including academic staff, research staff, students and administrative staff) and 1-1 and group training for clients to ensure that the College's e-learning needs are met. 25%
3. Architect, develop, test, support and maintain new applications in order that the College's emerging e-learning needs are met. 40%
4. Meet with different sections of the user community to plan new developments and ensure that our applications remain relevant and up-to-date. 5%
5. Perform internal administrative tasks and take part in staff-development exercises to ensure that the department and its services run efficiently and continue to be developed. 5%

4. Planning and Organising
- Organise and follow a joint support rota to ensure helpdesk is manned throughout core business hours.
- Planning is required with users and fellow developers for new application builds.
- React to emerging support issues as and when they arise and redistribute tasks and workload accordingly.

5. Problem Solving
- A key part of this role is to analyse user problems, devise technology-based solutions to them and implement them, both individually and as part of a team.
- Problem solving the intricate workings of existing technology applications in order to ascertain the best way to incorporate new ideas, individually and as part of a team.
- Analysing the requirements of users, particularly where they don't necessarily know quite what they want, or what is indeed possible, and suggesting appropriate solutions. This can be done on an individual or a group level.

6. Decision Making
- Evaluating and selecting methods to solve problems as they arise.
- Make application design decisions on an individual basis and advise on the feasibility of implementing systems and the risks involved within the team.
• Take part in departmental decision making in regard to technical and procedural issues for its core systems and services.

7. Key Contacts/Relationships
• Maintaining relationships with other technical institutions both internal and external to the university in order to keep our development processes and technical understanding up-to-date with the rest of the industry.

8. Knowledge, Skills and Experience Needed for the Job
• A good degree in a relevant area along with a minimum of two years industrial experience
• Requirements capture and analysis for information systems
• An in-depth knowledge of relational database design and the principles and practice of contemporary information systems
• Good experience of a variety of coding languages and methodologies including Object Oriented design
• Experience at dealing with users in a support capacity
• Excellent communication and inter-personal skills including technical document writing

9. Dimensions
The systems that this post is involved in supporting have over 3,000 student users and nearly 2,000 staff users. The systems are key to the business of the College and contain a lot of highly sensitive information. The post holder must be particularly trustworthy and conscious of the security and confidentiality of the information they have access to.

10. Job Context and any other relevant information
Due to the technical nature of the post, and the constantly evolving nature of the industry in general, there is a significant need for self-development. This requires undertaking on-line training in the areas of general information systems technologies and learning technologies, participation in technical forums, reading technical articles and white papers and attending conferences and training seminars.

Verification
I agree that this job description conveys an accurate description of this job.

Manager: Job title Name Signature Date
Job holder: Staff number Name Signature Date
Other: Job title Name Signature Date