University of Edinburgh: Job Description

1. Job Details

   Job title: e-Learning Systems Developer
   School/Support Department: Learning Technology Section, DULT, College of Medicine and Veterinary Medicine
   Unit: e-Learning Unit
   Line manager: e-Learning Manager

   Unique Job reference number: MLT/04

2. Job Purpose

Architect, build and maintain appropriate software applications and data in support of the College, closely liaising with and providing training to the College community and its affiliates.

3. Main Responsibilities

   1. Architect, develop, test, support and maintain new applications in order that the College's emerging E-Learning needs are met. 40%
   2. Provide technical and non-technical email and phone support to the community (including academic staff, research staff, students and administrative staff). 15%
   3. Provide 1-1 and group training for Community members and LTS colleague to ensure that the College’s E-Learning needs are met. 15%
   4. Meet with different sections of the user community to plan new developments and ensure that our applications remain relevant and up-to-date. 10%
   5. Maintain existing information systems and the data used by those systems to ensure the proper running of college’s e-learning environments. 10%
   6. Perform internal administrative tasks and take part in staff-development exercises to ensure that the department and its services runs efficiently and be developed. 5%
   7. Supervise the work of the Unit’s VLE Developers 5%

4. Planning and Organising

   • Plan my development schedule around my other responsibilities such that deadlines for projects (up to a year ahead) are met
   • React to emerging support issues as and when they arise and redistribute tasks and workload accordingly.
   • Planning training so that users are able to perform the tasks they need to, when they need to. For example, Staff who mark exams electronically need to know how to use the marking system ahead of the exam.
   • Identify the impact of a new electronic system on an existing workflow and organise and plan new workflows with relevant staff.

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, also 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.
• Understanding and influencing the user’s perception of a software application so that effective training can be carried out.

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.
• Contact with administrative, academic and clinical staff in order to facilitate their understanding of the systems we provide and ensure they are able to perform the tasks they need to.
• Contact with technical and academic staff from various UK institutions to advise on suitability of software and support issues.

8. Knowledge, Skills and Experience Needed for the Job
• A good degree in a relevant area along with a minimum of three years industrial experience
• Requirements capture and analysis for information systems
• An in-depth knowledge of relational database design and management systems. In particular, the knowledge of Microsoft Access and SQL Server 2000.
• Good experience of a variety of coding languages and methodologies including Object oriented code design. In particular, the knowledge of ASP classic, ASP.net, both written in VB and C#. Knowledge of HTML and javascript.
• 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 support over 3,000 student users and nearly 2,000 staff users. The systems are central to the core business of the College and contain a lot of highly sensitive information. Some particularly high stake systems are built and supported by the post holder, such as examination software that delivers and marks examinations for over 1000 students a year. The post holder must be particularly trustworthy and conscious of the security and confidentiality of the information they have access to. The post holder will also be responsible for a system which is used by 3 colleagues and 70 academics to author electronic learning material, which is then used by thousands of students. This system is core to the sections strategy of rolling out e-Learning material. This post also involves the supervision of work by three other VLE developers.

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.
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