

**JOB TITLE:           SYSTEMS DEVELOPER**

**REPORTS TO:       SYSTEMS DEVELOPMENT TEAM LEADER**

### Background

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Cambridge Judge Business School (CJBS) has grown significantly in recent years, in terms of the number of staff, students, and educational programmes. The CJBS user community is diverse, demanding, and global. There are currently approximately 1,400 users, including teaching and research staff, administrative and support staff, students, visiting academics and participants in our Executive Education courses.

The Business School's IT estate is extensive and varied, encompassing over 800 managed PCs and laptops, a fleet of multi-function printers, five fully digital lecture theatres, and 30 digital seminar/meeting rooms. These facilities are used daily by Business School members and numerous external VIPs/visitors, both during and outside the University's term time.

We operate a hybrid infrastructure utilising the Microsoft technology stack. Our portfolio includes new projects aimed at delivering and maintaining the custom business applications designed and built for Cambridge Judge.

### The role

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The Systems Developer is responsible for creating custom software applications and supporting existing production systems. This role requires expert knowledge of current software development tools and techniques, including client and server-side development with multi-threaded code, RESTful APIs, and user interface design. Familiarity with database development is also essential.

Working collaboratively with the team, the Systems Developer will design and build scalable, resilient solutions where quality assurance, design standards, and reliability are paramount. This involves managing the full software lifecycle, from initial design through development, testing, and deployment.

### **Main responsibilities**

#### Design and coding of systems

- Working with a full stack development environment, design and develop software with security and data protection built into the design process.
- Working comfortably with standard web design tools, create clean, responsive, well-documented, testable, maintainable and reusable code.

### Business systems integrations

- Integrate developments with core systems, including custom and commercial applications.
- Use Continuous Integration/Continuous Deployment (CI/CD) to build and deploy code to staging and production environments, and use standards-based APIs to query, retrieve and update data as part of systems integrations.

### System updates and upgrades

- Ensure all code is stored in version control eg: git.
- Work to schedule annual development cycles for custom applications, updating applications in line with business needs and ensuring all tools and third-party modules are up to date.
- Record all updates and upgrades in the Information Technology Service Management (ITSM) change management system.

### Testing

- Carry out unit testing, Test-Driven Development (TDD) and automated browser testing, and writing and applying tests.
- Ensure that software and applications meet all styling, function and security standards and requirements.
- Proactively monitor deployed production applications for issues or outages and investigate promptly.

### Information Technology Service Management (ITSM)

- Use the ITSM features to manage workloads, and requests and help standardise the approach across the team, using frameworks such as Information Technology Infrastructure Library (ITIL).
- Use the project management tool to track tasks and the change management processes to record changes to systems and services.
- Promote the use and benefits of the ITSM within the wider team.

### Communications and relationships

- Proactively engage and collaborate with other team members to ensure that everyone is aware of changes and current activities, as well as working together to solve cross-team problems and collaborate on projects.
- Develop relationships with key stakeholders, promote services and technologies and ensure that changes to systems and services are collaborative, engaging the community for feedback.
- Foster relationships with faculty, staff and students to promote existing and new technology and services, both in person and via normal communication channels, such as SharePoint.
- Be open to accepting and giving feedback.

## Research

- Attend training courses, conferences, exhibitions and seminars, and read specialist journals and online publications to keep technical knowledge up to date.
- Research and test new emerging technologies in alignment with strategic aims and stakeholder feedback.
- Undertake technical training as per the roles development pathway.

## Problem-solving

- Take a logical and thorough approach to find the root cause, with a solution focussed approach.
- Identify sustainable solutions to mitigate future risks and be open and willing to seek assistance or to escalate where appropriate. Report issues you cannot locally resolve.
- With your team lead, utilise the ITSM problem management features to record problems and communicate these to stakeholders.

## The person

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The ideal candidate should have the following qualities, skills, and attributes. You are asked to provide a CV and a cover letter demonstrating how your own experience meets these requirements:

- Educated to degree level, or with equivalent practical experience.
- Experience in designing and implementing web user interfaces with frameworks such as .NET6, MVC, Razor, React, Angular, Javascript, HTML5, CSS.
- Experience with Microsoft Graph and developing and consuming RESTFUL APIs.
- Experience and knowledge of Cloud platform services, such as Microsoft Azure or AWS.
- Experience working with databases such as SQL Server, MySQL, and Postgress.
- Experience working with a version control system such as GitHub.
- Excellent communication skills, with the ability to discuss and convey details and precise technical information to both technical and non-technical staff, verbally and in writing.
- Proven ability to design, code and deliver complex software solutions to tight deadlines.
- Proven ability to keep up with cutting-edge technologies and apply them to produce high-quality and innovative solutions to business problems.
- Experience integrating products such as Microsoft Dynamics, Moodle and Student Management Systems.
- Strong attention to detail and discipline, and the ability to think both analytically and creatively,
- A diplomatic and patient nature.
- Problem-solving capabilities.
- Ability to work in a fast-changing environment.
- Flexible approach to learning new skills.
- A team player, able to work within an agile team and also be comfortable working alone
- Previous experience working in the Higher Education sector would be advantageous.

## Benefits

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This is a full-time position working 37 hours per week. There will be a six-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range of £35,116 - £45,413 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools, and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world's oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services, and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition, we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at [www.admin.cam.ac.uk/offices/hr/staff/benefits](http://www.admin.cam.ac.uk/offices/hr/staff/benefits). There is also a range of information about living and working in Cambridge at [www.jobs.cam.ac.uk](http://www.jobs.cam.ac.uk).

## Application arrangements

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To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at [www.jobs.cam.ac.uk](http://www.jobs.cam.ac.uk) and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

**The closing date for applications is 2 March 2025.**

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

## Equality of opportunity at the University

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The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network.

#### Information if you have a disability

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The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact a member of Cambridge Judge Business School's HR team who are responsible for recruitment to this position by email on [hrsupport@jbs.cam.ac.uk](mailto:hrsupport@jbs.cam.ac.uk).