

Job Description

Job Title: Analyst Programmer – DOC1

About SLC

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK.

Company Mission

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

Company Vision

Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details

Overview of department:

The Inbound / Outbound Communications Team is part of the Software Delivery Division within the Information Technical Services Directorate.

The Inbound / Outbound Communications team is responsible for:

- All software components required to support 500+ items of outbound system generated correspondence for the products and services we provide to our Customers.
- All software components required to support the Scanning and Imaging of inbound correspondence relating to a Customer's account.

Grade: G3

Reporting to:

Software Delivery Inbound / Outbound Communications Manager

Budget Responsibility:

N/A

Line Management Responsibility:

N/A

Job Purpose:

- To work with our business users, business analysts, internal and external contractors to analyse requirements
- To analyse problems and identify technical viable solutions
- To provide technical specifications and physical design from logical design specifications
- To produce efficient and reliable code, and undertake unit testing to the highest standard
- To prepare for and perform systems implementations
- To support other members of the team in areas of technical expertise

- To provide leadership, supervise, motivate, mentor and train other staff
- To escalate issues to line manager
- To work with minimal supervision
- To accurately estimate work to assist with planning and control of the technical team capacity
- To provide input into work plans and to assist Manager/Lead in allocation of work
- Track progress and provide status reports on a regular basis
To follow and improve version control, data control, general environments
- To monitor potential risks and identify improvements to critical operational process to maximise service availability
- To perform walkthroughs and quality reviews of own and other's work
- Prepare documents for internal and external use to agreed standards, including maintenance and handover procedures as required
- Keep up to date with emerging technologies and delivery models

Key responsibilities:

- Identify the main issues in complex problems, clarify understanding or stakeholder expectations to seek best option
- Ensure the service we offer thoroughly considers customers needs and a broad range of available methods to meet this, including new technology where relevant
- Review, challenge and adjust performance levels to ensure quality outcomes are delivered on time, rewarding success
- Actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests
- Coach and support colleagues to take responsibility for their own development (through giving accountability, varied assignments and on-going feedback)
- Establish and drive intra and inter team discussions to learn from experience and adapt organisational processes and plans

Knowledge, Skills and Experience:

- Understanding of agile methodology and experience in working in an agile environment
- Knowledge of relational and non-relational database systems
- System administration and configuration management skills
- Experience presenting work at user groups and conferences
- Experience of handling large data sets and scaling their handling and storage
- Experience of Doc1 PCE, JAVA, Perl, IPSwitch, Streamweaver
- Working knowledge and experience of SQL(packages, stored procedures, functions).