St George's School of Health and Medical Sciences

City St George's, University of London

Corporate Information Services

Business Applications Developer (SITS)

Ref: 214-25-R

JOB DESCRIPTION

Post Title	Business Applications Developer (SITS)
Grade	Grade 6
Contract type	Permanent
Responsible to	Senior Business Applications Developer (SITS); Head of Corporate Information Services
Accountable to	Director of IT Enterprise Services
Responsible for	N/A
Liaises with	Corporate Information Services, IT Services, Registry, Student Recruitment & Admissions, other Corporate Divisions/Departments, members of Project Teams, Student Record System users, and IT Enterprise Services & other colleagues based at the Clerkenwell Campus.

Overall purpose of job

To assist with the day to day maintenance and development of the Tribal SITS Student Record Information System, taking a lead in areas of integration and development where necessary.

The role will ensure the continued maintenance of existing systems by providing specialist support and advice to users, co-ordinating and testing system upgrades/software updates/patches and analysing and resolving technical problems, escalating issues to the Senior Applications Developer (SITS) where appropriate.

As part of Corporate Information Services, the role will also undertake support for new enhancements to the student records system, ensuring that the student systems meet changing business needs and priorities and support the student and staff experience.

The role will also assist with student-system related projects from gathering requirements, through analysis, design, build, testing and implementation of the solution and transfer to 'Business as Usual'.

1. Main Duties and Responsibilities

Student Information System Support

- Provide support for the maintenance and development of Tribal SITS application and related integrations.

- Assist in the co-ordination and application of major application version upgrades in liaison with the user base and software suppliers.

- Apply regular system software updates with due regard to testing and change management procedures in liaison with the user base.

- Assist in the development and delivery of business applications alongside the Senior Developer.

- Support students and staff with their use of university-wide business applications.

- Work closely with and build working relationships with other members of Corporate Information Services, IT Services, Registry, Student Recruitment & Admissions and colleagues in the IT Enterprise Services area of the Clerkenwell Campus.

- Resolve development and maintenance issues as they occur.

- Develop and influence decisions about standards used.

- Participate in systems requirements, definition, testing, training, implementation and support.

- Interface with key stakeholders, external consultants and other analysts to identify requirements and resolve issues.

- Develop test schedules, review testing plans, and track/document development results.

- Assist with documentation and communications from initialisation to implementation.

General

- Liaise with the Senior Applications Developer (SITS) on a regular basis to discuss, analyse and produce effective solutions for escalated issues

- Deputise for the Senior Applications Developer (SITS) when required

- Form strong working relationships with users across the City St George's Campus' and help and advise when required.

- Build contacts with other HE Institution's that are using the same software to enable the exchange of ideas and solutions with external contacts.

- Represent City St George's at appropriate external meetings, conferences etc.

- Ensure the highest standards of professional performance are maintained.

- Maintain awareness of professional conduct with particular reference to maintaining confidentiality within legal and regulatory frameworks.

- Ensure compliance with Data Protection, GDPR and IT Security principles.

- Take a proactive approach to personal development, maintaining links and networks with colleagues in other universities to exchange best practice.

It is expected that staff working with St George's School of Health and Medical Sciences, will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. City St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's School of Health & Medical Sciences, University of London, is committed to the San Francisco Declaration on Research Assessment (DORA) principles.

2. Nature and Scope of Job

This role sits within the Department of Corporate Information Services. The Department of Corporate Information Services is responsible for the implementation of key business systems within the Tooting Campus of City St George's, University of London, bringing together Project Implementations, System Development, Interfaces and Maintenance.

Corporate Information Services is a small team of developers, database administrators and project managers, the successful applicant will work within this highly skilled team and it will be an excellent opportunity to learn and develop their skillset both in terms of technical skills and the implementation of corporate software projects.

Its key remit is to professionally implement projects and provide a technical backbone to allow developments and maintenance post implementation. Corporate Information Services sits within IT Enterprise Services.

Core Business Applications currently under Corporate Information Services' remit include:

- Tribal SITS client and E:Vision web interface
- Unit 4 Agresso Finance system
- MHR ITrent Human Resources & Payroll system
- Scientia Timetabling System
- Kinetic (Occam) Room Service Accommodation system
- MRI Planet Facilities Management

The post holder will be required to develop skills relating primarily to the Tribal SITS Application in order to support the application, interfaces and users.

The Tribal SITS system is currently being upgraded to various environments, this forms part of yearly tasks necessary to keep the service up to date. Experience and/or knowledge of the following would be useful:-

- Tribal SITS Client
- Tribal SITS E:Vision
- Tribal SITS StuTalk
- Microsoft Windows Server 2016/2022
- Microsoft SQL Server 2016/2019
- Microsoft SQL Server Management Studio
- IIS
- Java Open JDK
- Apache Tomcat
- WKHTML PDF Renderer
- UCAS linkage tools ODBC-Link/XML-Link/UCAS-Link

Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
Qualifications	First Degree or equivalent relevant experience	E	AF
Experience	Experience of working with a student record system, preferably Tribal SITS	E	**SS1**, INT
	Experience of analysing requirements and specifying, developing implementing systems and/or processes	E	**SS2**, INT
	Expert IT skills including proficiency with Microsoft applications	E	**SS3**, INT
	Experience of working in a team and willingness to learn about business applications	E	**SS4**, INT
Knowledge/ Skills	Excellent communication and interpersonal skills	E	**SS5**, INT
	Previous work experience in Higher Education	E	AF, INT
	Experience working with integration mechanisms (e.g. SITS StuTalk), components and tools	D	AF, INT
	Experience of working with complex databases	D	AF, INT
	Support major application version upgrades and apply updates (patches/fixes)	D	AF, INT
	Practical experience of managing systems running on MS Windows Server and IIS	D	AF, INT
	Experience working with HTML, XSL, Javascript, SQL queries	D	AF, INT
Personal Attributes	Flexible, approachable and enthusiastic	E	AF, INT
	Ability to work on own initiative and as part of a team	E	AF, INT

	Ability to work to tight deadlines	E	AF, INT

Key:
PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae,
SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

*Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.*

3. Date

April 2025

About City St George's, University of London

City St George's, University of London is the University of business, practice and the professions.

City St George's attracts around 27,000 students from more than 150 countries.

Our academic range is broadly-based with world-leading strengths in business; law; health and medical sciences; mathematics; computer science; engineering; social sciences; and the arts including journalism, dance and music.

In August 2024, City, University of London merged with St George's, University of London creating a powerful multi-faculty institution. The combined university is now one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students.

City St George's campuses are spread across London in Clerkenwell, Moorgate and Tooting, where we share a clinical environment with a major London teaching hospital.

Our students are at the heart of everything that we do, and we are committed to supporting them to go out and get good jobs.

Our research is impactful, engaged and at the frontier of practice. In the last REF (2021) 86 per cent of City research was rated as world leading 4* (40%) and internationally excellent 3* (46%). St George's was ranked joint 8th in the country for research impact with 100% of impact cases judged as 'world-leading' or 'internationally excellent. As City St George's we will seize the opportunity to carry out interdisciplinary research which will have positive impact on the world around us.

Over 175,000 former students in over 170 countries are members of the City St George's Alumni Network.

City St George's is led by Professor Sir Anthony Finkelstein.

St George's School of Health and Medical Sciences currently offers a range of employee benefits:

Salary:	**£42,882** pa, (pro-rated for part-time staff). The salary range for Grade 6 is **£42,882** – **£49,559** and appointment is usually made at the minimum point.
Hours:	35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.
Annual leave:	30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.
Pension:	Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.
	Superannuation Arrangements of the University of London (SAUL)
	London Pension Fund Authority (LPFA)
	Universities Superannuation Scheme (USS)
	National Health Services Pension Scheme (NHSPS) (existing members only)
Flexible working	Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.
Travel	City St George's, University of London offers an interest free season ticket loan and participates in the Cycle to Work Scheme.
Gift Aid	If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.
Sports and Leisure Facilities	Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.
	Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact Tooting Leisure Centre.

Shops and facilities   There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

Informal enquiries

Informal enquiries may be made via email to: dtye@sgul.ac.uk

Making an application

All applicants are encouraged to apply on line at http://jobs.sgul.ac.uk as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact hrhelp@sgul.ac.uk

Closing date: **Tuesday 29 April 2025**

Interview date will be on 15 May 2025. As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference **214-25-R**

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.