



Job Description

JOB TITLE	IT Development and Operations Analyst
LEVEL/BAND	MM20
DEPARTMENT	Technology
DIRECT REPORT (JOB TITLE)	IT Service Management Manager

Overall Purpose of the Position

To be responsible for the planning, designing, developing, analysing, testing, implementing, maintaining, documenting and supporting business applications used by the Bank in accordance with agreed standards.

Operational Responsibilities

Software Development

- To gather and analyse user business requirements.
- To liaise with the business analyst and /or client to ensure compliance with business requirements and agreed specifications.
- To design software programs and software program modifications from supplied specifications, suing agreed standards and tools.
- To create and amend software programs in accordance with the design.
- To plan, design and conduct tests of software programs. correct defects and re-test to ensure compliance with supplied specifications and agreed standards and tools.
- To analyse and apply advanced software and systems methods, theories, and research techniques to the investigation and solution of complex and advanced technical problems.
- To assist IT Quality Assurance and the end-users during user acceptance testing.
- To deploy, automate, maintain and manage the Bank's business applications/systems, to ensure the availability, performance, scalability and security of production systems. To suggest architectural improvements, recommending process improvements.
- To evaluate new technology options and vendor products.
- To document all work in accordance with agreed standards.

- To install the software product on the client's existing infrastructure.
- To support the end-user community during live operation of the software product and to train end-users in the use of the software product.
- To maintain the software product in cases of defects or enhancements.
- To create and implement mechanisms and procedures for the structured review of work produced and ensures that these are adhered to.
- To establish and maintain agreed standards applicable to the work undertaken and ensures that they are adhered to.
- To assist in reviews of supplied specifications.
- To participate in reviews of own work and of the work of colleagues.
- To provide advice in some or all aspects of the software development methods, tools and/or standards used in the organization.
- To assist in the evaluation and review of software development methods and tools used in the organization.
- To provide advice, guidance and assistance to less experienced colleagues as required.
- To conduct research related to ICT
- To keep up-to-date with industry developments, ensuring that best practice are adopted and seeks to increase efficiency and effectiveness

Service Management (Application Support)

- To provide second line support to clients/end-users by handling the resulting incidents, change requests, escalations and service requests, using the formal processes and in line with Service Management objectives.
- To ensure that all incidents, change requests and service requests from clients/end-users are handled promptly and effectively within agreed operational / service levels.
- To investigate and diagnose the root cause of an incident and devise solutions or workarounds to ensure that the effect on the operations is minimized.
- To ensure that priority settings and escalation procedures are applied effectively and that all complaints are responsibly and professionally resolved.
- To establish and maintain a good working relationship with the Bank's supplier.
- To help improve and implement the necessary operational controls to ensure adherence to the established policies and procedures.
- To perform any other service management tasks as directed by the Service Management Manager.

Technical Responsibilities

- To take ownership of the non-functional requirements which can be applied to software projects developed for APS Bank and which can thus be considered to be APS Bank's standard non-functional requirements.
- To perform code reviews to ensure quality and compliance with the non-functional requirements.

General Responsibilities

- To submit any reports and/or supervise any projects and activities as may be directed.
- To ensure compliance with Bank's policies, guidelines and underlying procedures at all times.
- To assist their manager in the preparation of the unit's business plan and underlying budgets. This includes the preparation of action plans and reports as may be instructed by the superior from time to time.
- To communicate and collaborate effectively with team members and other diverse groups within the Bank.
- To sit on committees and attend meetings when required and as directed and to take minutes accordingly.
- To be prepared to work on call.
- To perform any other duties that may be reasonably assigned from time to time.

Qualifications, Skills & Competencies

	SKILL	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Ideally have skills and experience in Microsoft Dynamics CRM.</p> <p>Have good verbal and written communication skills.</p> <p>Be organised, meticulous and prepared to work under pressure.</p> <p>Be team player while still being able to work independently when needed.</p> <p>Reliable and can work using their initiative.</p>	<p>Have 2+ years' working experience in a software development environment and strong knowledge of VB.NET, ASP.NET, XML and SQL Server 2008 R2/2014.</p>	<p>Possess a degree/diploma in IT or Computer Science or in a related field.</p>
DESIRABLE			<p>Knowledge of ITIL v3 skills will be considered as an asset.</p>