

Job description

Job title: IT Developer
Team: IT
Reports to: Director of IT
Date: November 2018

Purpose of job:

Delivery of third line technical support across all areas of the business. Provide development and programming skills to compliment applications and to increase system efficiency and performance.

Main activities:

- Scoping and the development of Aderant workflows to help realise operational efficiencies;
- Deliver 3rd line technical support whilst assisting 1st and 2nd line as required;
- Deliver bespoke development to meet business needs;
- Identify areas of the business that could be enhanced by the use of different technologies;
- Ensure that the business has zero unplanned downtime through the use of application & service monitors. Help ensure the right technologies are implemented as smoothly as possible;
- Work with the Director of IT to formulate IT strategy;
- Ensure that the business continuity plan remains fit for purpose; and
- Help increase the knowledge of 1st and 2nd line IT team members.

Essential knowledge / skills / experience:

- Programming knowledge in the following languages: C#, Windows Server 2012/2016 administration, Microsoft SQL Server 2012/2016 (SQL, Stored Procedures, Indexes, UDFs, DBA);
- Relational Database Design;
- Good communication skills and telephone manner;
- IT qualification / certification at degree level or equivalent experience;
- Good understanding of PC and server hardware; and
- Professionalism.

Desirable knowledge / skills / experience:

- Programming knowledge in the following languages: IronPython, ASP.NET, JavaScript (inc. ExtJS and jQuery) and Microsoft Workflow;
- A technical understanding of Microsoft technologies including Windows Server 2012 R2 / 2016, Active Directory, Group Policy, MS SQL, SharePoint and Windows 10 imaging / deployment;
- A technical understanding of Microsoft Office (VBA, add-ons and troubleshooting);
- Networking experience including an understanding of subnets, routing, VLANs, DHCP and DNS;
- VMware vCenter, ESXi and Horizon View experience; and
- Experience of iManage and Aderant.

Behaviours:

- Flexible working hours;
- An interest in and passion for IT;
- Ability to find solutions through own initiative and problem solving techniques;
- Commitment to continuously improve skills and knowledge;
- An appreciation of the importance of attention to detail;
- Establish good working relationships with the rest of the teams and groups; and
- Awareness and understanding of the firm's values.

Additional notes or information:

The duties and responsibilities in this job description are not exhaustive.