

## Kent County Council

### Job Description: *Systems Developer*

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| <b>Directorate:</b>    | <b>Adult Social Care and Health</b>          |
| <b>Unit/Section:</b>   | <b>Business Support</b>                      |
| <b>Grade:</b>          | <b>KSG</b>                                   |
| <b>Responsible to:</b> | <b>Lead Developer and Solution Architect</b> |

#### **Purpose of the Job:**

To support the development, configuration and ongoing maintenance of business-critical systems, ensuring they operate effectively and meet service needs. To develop system improvements, resolve issues and contribute to the safe and effective implementation of system changes.

To work collaboratively with service areas, designing and developing technology-led solutions to boost on-going continuous improvements to processes and documenting user requirements, envisioning and designing features and functionality in order to reduce manual tasks, improve data integrity and push the capabilities of digital technologies.

#### **Main duties and responsibilities:**

- Support the development, configuration and maintenance of business-critical systems, ensuring they meet business requirements and operate reliably in line with established standards and procedures.
- Contribute to the resolution of system incidents and issues, undertaking investigation and implementing fixes within defined parameters, escalating more complex issues where necessary.
- Implement system changes, upgrades and enhancements, ensuring activities are carried out in a controlled manner and in line with agreed principles.
- Participate in testing and quality assurance activities, supporting the execution of test plans and ensuring changes meet defined requirements before release.
- Maintains system documentation, ensuring records of configurations, processes and changes are accurate and up to date.
- Work collaboratively with colleagues and stakeholders, supporting effective communication and delivery of system-related activities.
- Supports the management of system access and data integrity, applying established controls and processes to ensure compliance with policies.

- Develop technical knowledge and skills, building expertise in relevant fields and systems and keeping up to date with best practice and emerging technologies.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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### Person Specification: *Systems Developer*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

|                             | <b>CRITERIA</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>QUALIFICATIONS</b>       | <ul style="list-style-type: none"><li>• Level 3 qualification or extensive equivalent experience.</li><li>• Evidence of continuous professional development.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>EXPERIENCE</b>           | <ul style="list-style-type: none"><li>• Extensive experience with business-critical systems and applications, including maintaining accurate knowledge base documentation, management of critical incidents and can demonstrate technical troubleshooting on incidents.</li><li>• Extensive experience of supporting, developing and improving business critical systems and policies and procedures to support their implementation and use.</li><li>• Experience of delivering specialist technical support services.</li><li>• Experience with contract and elements set up across the system.</li><li>• Experience of working within a project environment delivering technical solutions.</li><li>• Experience in managing application enhancements to improve business performance.</li><li>• Experience of working with, refining and developing knowledge base articles and work instructions.</li><li>• Experience of managing and supervising individuals, ensuring effective working relationships and high performance.</li><li>• Experience of testing and deploying systems, solutions and infrastructure projects.</li><li>• Experience of using Java scripting and SQL</li></ul> |
| <b>SKILLS AND ABILITIES</b> | <ul style="list-style-type: none"><li>• Excellent technical application support skills with the ability to rapidly move into emerging areas and develop new skills and expertise.</li><li>• Ability to understand and promote the adoption of artificial intelligence (AI) solutions to enhance business processes, drive innovation, and support data-driven decision-making. Demonstrates awareness of AI ethics, governance, and best practices for integrating AI technologies within business systems.</li><li>• Ability to support and deliver on actions to improve relations and open communications with customers and suppliers.</li><li>• Possess a positive and enthusiastic customer focussed approach with strong organisation and time management skills and the ability to work under pressure, manage conflict situations and effectively resolve issues.</li><li>• Ability to carry out specialist configuration, support, installation, and reconfiguration of database and related products.</li></ul>                                                                                                                                                                       |

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|                                            | <ul style="list-style-type: none"> <li>• Ability to manage risks within the support of business critical applications and to anticipate and resolve problems before they arise.</li> <li>• High level of digital confidence and adept in the use of online resources and AI solutions.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>KNOWLEDGE</b>                           | <ul style="list-style-type: none"> <li>• In depth knowledge of the Council's business critical applications and their support.</li> <li>• Developed specialist knowledge in application systems and digital functions for the purposes of providing technical system support.</li> <li>• Knowledge of upgrade, backup and disaster recovery methods for applications.</li> <li>• Knowledge of Adult Social Care, Provider Payments and payment processes.</li> <li>• Knowledge of the pressures facing local government and the importance of integration of AI technologies to drive efficiencies in pressures.</li> <li>• Knowledge of license management according to supplier contracts and controlling application access for segregation of duties.</li> <li>• Knowledge of relational databases, understanding schemas, indexes and tables.</li> <li>• Good knowledge and actively maintains expertise in application development languages, systems and digital functions for the purposes of providing support to business-critical applications.</li> </ul> |
| <b>ADDITIONAL REQUIREMENTS</b>             | <ul style="list-style-type: none"> <li>• Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the Council.</li> <li>• Willing to undertake training and continuous professional development in connection with the post.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>KENT VALUES AND CULTURAL ATTRIBUTES</b> | <p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p>                                                                                                                       |

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|  | <b>Externally Focused</b> - Residents, families and communities at the heart of decision making |
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