

# Job Description

**Job title:** Integration Analyst/Developer

**Reports to:** IT Service Manager (Identity and Integration)

**Department:** Information Services

**Location:** Moulsecoomb campus (with option of flexible working)

**Grade:** 7

Purpose of the role

The Identity & Access Team sits within the IT Infrastructure team in IT Services. It provides and supports the university’s Identity and Access Management platform, and related services and data integrations.

This role is responsible for supporting and developing the identity data interfaces and access mechanisms between IT systems, and requires working closely with colleagues and other stakeholders, and acting as a subject matter expert.

Line management responsibility

None.

Main areas of responsibility

* Analyse, develop, document, test, deploy, monitor, support, and improve the data interfaces between IT systems – including the university’s Identity and Access Management platform and related authentication services.
* Proactively identify opportunities to improve services and lead on the development of reliable, secure, coherent, well documented, standardised, and scalable solutions, working methodically and openly, sharing and documenting information, as part of both informal and formal project teams.
* To use your expertise to provide specialist, cross-platform, professional technical advice and recommendations to colleagues and external agencies in the use and operation of the university’s Identity and Access services. Leading and directing others as required in the diagnosis and remediation of complex faults.
* To lead on developing and establishing service standards. Ensuring consistency, accuracy, and compliance in record keeping. To be responsible for the maintenance and improvement of IT service administrative records, technical documentation, specifications, and procedures.
* To maintain the security and compliance of the services and recommend appropriate improvements, ensuring that the university’s security policies are implemented. Participate in audit-supporting activities.
* To act as technical lead for short to medium term IT infrastructure projects and new service developments as required. Assisting with planning and prioritisation of associated works within the IT Infrastructure team and directing other members of the team as required. Advising, managing and liaising with colleagues at all levels and with external bodies in order to achieve this.
* To plan and implement service change requests, ensuring that management and appropriate Information Services personnel are informed of significant service outages and progress to resolution.
* To take ownership of incidents and both routine and complex problems, and provide expert advice in specialist IT subject areas, and assist and direct colleagues in the resolution of these as appropriate. To collaborate with the IT Service Desk during office hours and act independently out of hours, with colleagues across the department and beyond.
* To train, develop, and mentor colleagues, peers, and other staff as appropriate.
* To be a member of the IT Change Advisory Board and the IT Major Incident Team.

### General responsibilities

These are standard to all University of Brighton job descriptions.

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality, Diversity, and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation.

# Person Specification

The person specification focuses on the knowledge, skills and abilities, qualifications, and the experience required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form **(A),** at interview **(I)** and in some instances through an exercise **(E**); these are shown at the end of each criteria.

## Essential Criteria

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| **Knowledge, skills, and abilities** |
| * Skilled in using contemporary software development tools and techniques (A,I)
* Able to analyse evidence methodically to diagnose problems and provide solutions. (A,I)
* Able to act as a Subject Matter Expert, and to proactively learn from appropriate resources to stay abreast of relevant technologies, techniques, and policies. (I)
* Able to work with service owners and project managers to identify, document, and agree requirements for services which solve business problems. (I)
* Able to prioritise work in line with departmental and corporate strategies, and to self-manage workload to agreed timescales, raising any issues promptly with line manager and/or project managers. (I)
* Able to actively listen and consider the perspectives of others. A strong sense of customer service and an ability to empathise with the needs of others, if necessary translating these to and from technological terms. (I)
* Able to work collaboratively within a team, pro-actively sharing knowledge, respecting the experience and capabilities of others, and working with them to meet objectives. (I)
* Able to write clear, detailed, and engaging documents, diagrams, reports, and presentations in a timely manner – collating, analysing, and summarising complex data. (A,I)
* Written and verbal communication skills with an ability to present to a wide range of audiences ranging in knowledge of technology, business awareness, and seniority (I)
* Able and self-disciplined to follow, contribute to, and develop written documented procedures to a high standard. Able to keep good records and observe change control. (I)
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| **Qualifications** |
| * Degree or equivalent significant proven professional experience in a similar role. (A)
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| **Experience** |
| * Significant practical experience with at least three of the following specialisms: (A,I)
	+ Authentication and Authorisation services (e.g. SAML 2.0)
	+ Experience of developing, testing, debugging, and documenting web APIs (e.g. Microsoft Graph)
	+ Active Directory and/or Entra
	+ Database queries
	+ Automated testing
* Extensive experience of coding in Python, PowerShell, or JavaScript. (A,I)
* Demonstrable experience of analysing, developing, documenting, testing, supporting, and maintaining IT services, integrations, and processes. (A,I)
* Broad experience of programming techniques, including data and interface design, and design principles. (I)
* Experience of providing leadership in decision-making within a team (I)
* Experience of working in a service-oriented IT environment (ideally within an ITIL framework). (I)
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| **Physical demands and/or other requirements** |
| * The job involves extensive use of computer display equipment. (I)
* Flexibility to work outside normal working hours as the need arises, and to minimise impact of service disruptions. (A,I)
* Willingness to travel to sites of the university and partner institutions, to attend meetings elsewhere as required. (A,I)
* The role may occasionally require lifting and moving equipment. (I)
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# Additional Information

* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays, and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example). Refer to the ‘Balancing Working Life’ section on our website here: [Benefits and facilities](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

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| **Grades** | **Annual entitlement per grade** | **Grades** | **After 5 years’ service** |
| 1-3 | 23 days | 1-3 | 28 days |
| 4-7 | 25 days | 4-7 | 30 days |
| 8-9 | 27 days | 8-9 | 30 days |
| Band 10 and above | 30 days | Band 10 and above | 30 days |

* More information about the department/school can be found here [Professional Services Departments](https://www.brighton.ac.uk/about-us/contact-us/professional-services-departments/index.aspx) or here [Academic Departments](https://www.brighton.ac.uk/about-us/contact-us/academic-departments/index.aspx).
* Read the University’s [Strategy 2019 - 2025](https://www.brighton.ac.uk/practical-wisdom/index.aspx)
* The University has an attractive range of benefits, and you can find more information about them on our [website](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).

Date: **March 2025**