Post Details		Last Updated: 03/03/2025
Faculty/Administrative/Service Department	IT Services	
Job Title	ADF/SSIS/Azure Integration Developer	

Job Family	Professional Services	**Job Level**	5
Responsible to	Integration Delivery Lead		
Responsible for (Staff)	N/A		

Job Purpose Statement

Working as part of the Integration team the post holder will be responsible for developing and supporting ADF, SSIS and Azure integration solutions based on the Integration Team development framework. This will involve working with team members, other relevant IT Teams, and areas of the University business, to ensure that system integration solutions are delivered efficiently and in accordance with the IT Integration strategy, complementing wider IT and University strategies and initiatives.

Key Responsibilities
This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)

1. Proficient in Azure Data Factory (ADF). We have a programme of works moving from SSIS to ADF
2. Experience of providing solutions using SQL Server Integration Services (SSIS)
3. Experience of Azure DevOps and Logic Apps.
4. Develop system integration solutions following the IT Project framework. Liaise with the IT Project Team, IT Solutions Architects and/or the University business where appropriate to facilitate successful project delivery.
5. Deliver integration solutions in accordance with the Integration Team development framework/strategy, this may involve co-ordinating work with third party consultants/suppliers.
6. Create and maintain operational and support documentation for newly implemented integrations.
7. Pro-actively contribute to the support and development of existing integrations.
8. Manage integration based service incidents and change requests, ensuring that at all times requests are handled correctly and the service offering is to the highest standard.
9. Assist in providing resource estimates for system integration projects, to feed into the overall Integration Team resource planning.
10. Pro-actively contribute to continual service improvement of integration procedures, to improve working practices and the services offered to the University.
11. Actively contribute to discussions, daily stand ups and bi-weekly spring reviews and retrospectives.

N.B. The above list is not exhaustive.

All staff are expected to:
- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your manager.
- Work supportively with colleagues, always operating in a collegiate manner.

Help maintain a safe working environment by:
- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role
This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising
- The post holder will work with colleagues to ensure requirements for proposed system integrations are fully understood and appropriate solutions are implemented.
- The post holder is responsible for tracking system integration support issues through the IT Service Desk and for taking action such as escalating tickets, in order to meet service standards.

- It is expected that the post holder will plan and prioritise their work activities within a given sprint and that they will set their own short term targets, in order to ensure that sprint goals are met and/or support requests are resolved within the agreed timescales.
- In addition to sprint work and responding to requests for system integration support received through the IT Service Desk, the post-holder may be assigned other tasks and ongoing responsibilities.

Problem Solving and Decision Making
- Whilst working on projects, the post holder will be expected to develop new system integration using the Integration Team development framework to deliver a solution that meets all requirements within an agreed timeframe.
- As a part of supporting existing system integration solutions, the post holder will be expected to diagnose faults and respond accordingly.

Continuous Improvement
- The post holder is expected to take a pro-active approach to their work and encouraged to make suggestions for improvements in working practices, implementing them under the guidance of their line manager.
- The post holder will be expected to keep professional knowledge up to date and make recommendations on the future development of system integration solutions.

Accountability
- The post holder will be expected to take responsibility for their own solution development and unit testing, ensuring all relevant standards and expectations are met.
- The post holder will operate within formally managed departmental processes, operating procedures and to an agreed quality standard.
- The post holder will liaise with other IT colleagues, providing advice and guidance where needed, to ensure effective transfer of skills/knowledge and compliance with regulations and codes of practice.

Dimensions of the role
- The post holder will be responsible for working with other members of IT Services and key members of the University business and academic areas.
- The post holder will need to develop an understanding of operational and technical needs, enabling them to advise effectively on the delivery of system integration solutions.
- Errors of judgement or a failure to follow documented procedures may result in the loss of data, security breaches or impact on the ability of the University to perform critical research, teaching and business support activities.

Supplementary Information
- The post holder is responsible for providing high levels of customer service and a professional image both on the telephone, via email and in person to those making contact with them. This includes keeping customers informed of the progress of their support request at each stage of resolution. They are expected to track requests using the IT Service Desk system, updating requests frequently and accurately.
- The post holder must be able to communicate confidently and effectively to set and manage customer expectations.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

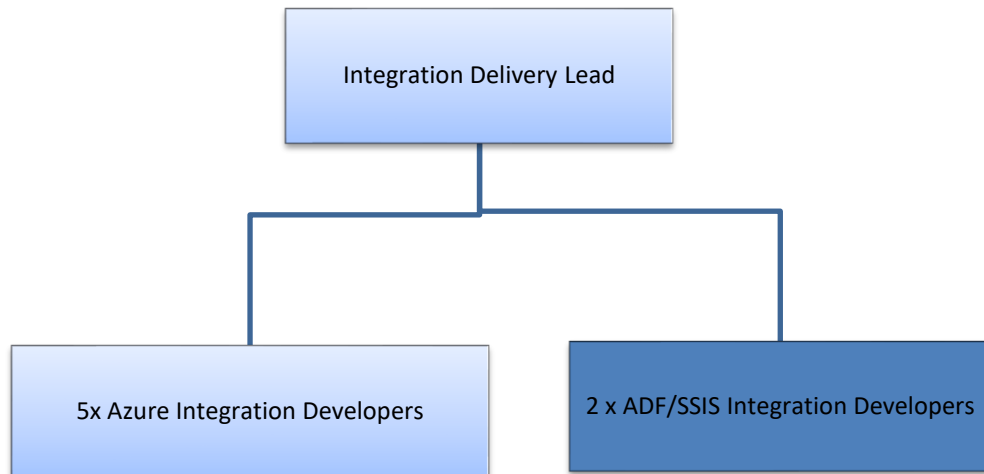| Qualifications and Professional Memberships	
Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a number of years' experience in similar or related roles. Or: Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge	E
Appropriate technical qualification or experience (i.e. SSIS, ADF, MS SQL, Oracle SQL, SOAP/REST)	E
ITIL Foundation Service Management qualification	D

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/ Desirable	Level 1-3
An understanding of system integration, the principle of middleware, the complexities of transferring data between systems from both a technical and data accountability perspective.	E	3
Experience of providing solutions using SQL Server Integration Services, Azure Data Factory, Oracle, or an equivalent tool set	E	2
Experience with Oracle SQL and/or MS SQL relational databases and tools.	E	2
An understanding of Web Services/API's (REST and SOAP), XML/JSON, XSLT.	E	2
Knowledge of authentication and transport security considerations such as OAuth, SSL, and HTTPS.	E	2
Experience of a variety of development processes such as Agile and Waterfall	D	n/a
Experience of delivering and supporting IT services in an educational organisation.	D	n/a
Good understanding of University systems: Student system (SITS), Dynamics F&O HR, Agresso Finance, Payroll….	D	n/a
A good awareness of (and interest in) current and future trends within IT.	D	n/a

Special Requirements:	Essential/ Desirable
The post holder will be required to be flexible with regard to working hours, including working unusual hours and being prepared to work outside normal working hours on an occasional basis.	E

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	Level 1-3
Communication	3
Adaptability / Flexibility	2
Customer/Client service and support	2
Planning and Organising	2
Continuous Improvement	2
Problem Solving and Decision Making Skills	2
Managing and Developing Performance	1
Creative and Analytical Thinking	3
Influencing, Persuasion and Negotiation Skills	2
Strategic Thinking & Leadership	1

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

With an operating budget of ca. £10M and complement of approx. 120 staff, University IT provides a wide range of administrative and academic computing and information services for all staff and students at the University. Increasingly seen as mission critical, IT underpins both the operational heartbeat of the University and enables strategic developments. Over the coming 3 years, IT Services' objectives are 5 fold:

1. Enhance the Student Experience

2. Enable effective and efficient business operations

3. Support Research Activities

4. Refresh and develop IT Strategy

5. Implement the Operating Model for IT.

Department Structure Chart

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                    Integration Delivery Lead
                    /                      \
  5x Azure Integration Developers    2 x ADF/SSIS Integration Developers
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Relationships

Internal
- Working frequently with staff and students of all levels of technical expertise, resolving any system integration problems, fulfilling requests for new services or resources and providing effective technical advice.
- Liaising with other teams within IT.

External
- Occasionally working with established external suppliers and consultancy organisations to specify system integration solutions.