



Job title: Software Developer

Responsible to: Digital Apps Development Manager

Principal working contacts

IT Service Operations Team
Business Change Team
Business Transformation Team
Operational Testing Volunteers
Care Inspectorate Colleagues
External Agencies / Service Providers

Job purpose

Support the IT, Transformation and Business Change programmes with the design, build, test and release of new applications to meet the Care Inspectorate business requirements, using the Microsoft Azure platform and other Microsoft technologies.

Key responsibilities

Operations

- Maintain the continuity and performance of our production business applications, in the delivery of an applications support service.
- Working in alignment with ITIL best practice, support incident, problem, configuration, change and release management processes, to support the delivery of effective IT services for the business.
- Write technical and operational support documentation to support the shift-left of platform support.

Development

- Assist the internal customer with the analysis of business requirements to produce agreed functional and non-functional design requirements.
- Working with the development team, research and develop modular code solutions, refining and re-writing as required, to derive code that contributes to the production of effective and efficient software solutions.
- Support the Business Change and Transformation teams in defining user stories, adding them to the backlog, and helping the team define the criteria that must be met for each story to be considered "done."
- Ensuring technical architecture and integrity of software by adhering to best practice design and coding standards.

- Ensuring up to date knowledge of systems, policies, methodology and working practices of the organisation to ensure that user stories are appropriate and in line with business needs.
- Support the identification of design issues, the definition of problem statements and root cause analysis.
- Take a user-centric approach to design, working with the development teams to rapidly build, test and iterate designs for fast-flow development.
- Support the integration of existing software products with new platforms to improve efficiencies.
- Employ a security by design approach to solution delivery. Collaborate with other team members, project managers, developers, business analysts, testers, support engineers and stakeholders.
- Interact with the product owners (colleagues and stakeholders) ensuring that everyone is aligned with the functional and non-functional tests the user story will have to pass.
- Develop skills through personal development, keeping abreast of the latest technologies, development practices and methods. Achieve certification in new technologies and lead by example. Play an active role in coaching and mentoring the software development team colleagues to ensure an active effective team.
- Carry out your duties in accordance with our Health and Safety policies, procedures, guidance, practices and legislative requirements, taking reasonable care for your safety and that of others who may be affected by what you do or fail to do while at work.

Collaboration

- Attend and contribute to daily stand-up meetings, sharing the challenges that you need help to overcome. Enlist the help of the team to remove blockers to development to ensure that the team can succeed.
- Work collaboratively with developers, tester, customers and stakeholders to identify and fix problems as quickly as possible to ensure the team provide working software at the end of the development cycle, or sprint.
- Support members of the team who require assistance in completing a user story that hasn't progressed as planned.
- Develop a productive working relationship with colleagues and customers.
- Ensure effective working protocols in accordance with the Care Inspectorate's Communications, Human Resources, Finance, IT and Operations function.
- Project a professional image for the Care Inspectorate, and the IT and Business Transformation teams when dealing with internal customers and external stakeholders.
- Demonstrate enthusiasm for delivering excellent customer service.
- Demonstrate a commitment to the Care Inspectorate's aims, vision and values and to the Care Inspectorate's overall objective of improving care in Scotland.

Other duties

This job description is a broad picture of the post and is not an exhaustive list of all possible duties. It is recognised that jobs change and evolve over time. The post holder will therefore be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs.