



# NORWICH UNIVERSITY OF THE ARTS

## SQL Server Developer / Support Analyst

- 📍 Norwichuniarts
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- 📘 @NUAnews



**NORWICH  
UNIVERSITY  
OF THE ARTS**

## Supporting Information

Walk around the campus at Norwich University of the Arts and you will see evidence all around of artists, designers, media producers, makers and innovators at work.

We are one of the great British art schools: a specialist arts, architecture, design and media university that draws on more than 170 years of history but with our focus on the future.

We are renowned for our teaching quality. NUA was awarded Gold in the Teaching Excellence Framework and praised for how we encourage our students through “experimentation, creative risk-taking and team-working.” We were ranked in the UK’s top 10 institutions for teaching quality in the 2018 Times and Sunday Times Good University Guide.

We are also proud of our award-winning campus and facilities. Our 21st century teaching spaces and workshops are housed in renovated buildings with a medieval, Victorian and Edwardian heritage. NUA won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards, and was a finalist in the Buildings that Inspire category of The Guardian University Awards in the same year.

We welcome diversity. Whatever your background, wherever you are from, you’ll be welcomed as an innovator and leading practitioner in your field. You will join a community of creatives and makers who are committed to delivering expert academic tuition and who are supported by visiting specialists from the creative industries. You will work in a stimulating and critically-engaged environment.



NUA was “highly-rated” in the Which? 2018 Student Survey for “Job Readiness” and 94% of our graduates are in work or further study six months after graduation. You will find them in key positions at leading arts organisations, museums, galleries, fashion and textile houses, design and advertising agencies, UX and game development studios, film and media companies across the globe. There are Oscar nominees and BAFTA winners, and rising stars who are honoured across the creative industries: from D&AD Pencil winners, to acclaimed fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ethos and plans for the future.

**Professor John Last OBE**  
Vice Chancellor

For further information on the NUA and our Community please view the [Joining our Creative Academic Community](#) document on our website.



# SQL Server Developer / Support Analyst

37 Hours per week | £33,199 to £39,609 per annum

## Committed to equality and valuing diversity.

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As an equal opportunities employer, we welcome applications from all suitably qualified persons. We would particularly welcome applications from the black, asian and minority ethnic (BAME) community who are currently under-represented at this level in this area. All appointments will be made on merit.

We are seeking to appoint an experienced SQL Server Developer / Support Analyst of the highest calibre to support, maintain, and develop our core business systems.

This is a hybrid role encompassing SQL server development and maintenance as well as providing high quality, third line technical support for the University's key business systems including finance, student records, HR and marketing.

The ideal candidate will have a strong experience in SQL Server 2012/2016 OLTP and OLAP environments with good T-SQL scripting skills for complex stored procedures, views, functions and triggers.

Good communication skills are essential in working with non-technical staff to fully understand NUA's business processes in order to create complex SSRS reports.

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**Closing date:** 5.00 pm on Friday 5<sup>th</sup> July 2019

**Interviews will be held on:** Wednesday 24<sup>th</sup> July 2019

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# Job description

## SQL Server Developer / Support Analyst Reports to: IT Services Manager

### Job purpose

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Working as part of the team responsible for the Information Technology provision across the University, the SQL Server Developer / Support Analyst role provides development and maintenance of all core Business Systems and support to their users.

The post-holder will contribute to the University's strategic aims by ensuring information security, excellent customer service, and the development of reporting tools to provide key business and management information.

### Main responsibilities

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- Develop, maintain, and support the University's in-house developed SQL Server-based systems, including reporting, data integration, processing and other client-facing systems;
- Maintain and support all in-house and third party business systems as required, by arranging and implementing upgrades in consultation with appropriate departments and vendors.
- Regularly review business processes with relevant stakeholders to improve business efficiency.
- Analyse requirements and develop SSRS reports and SSIS processes to enhance the University's ability to monitor KPIs and Business Intelligence.
- Provide high quality support and service to all staff users relating to Business Systems and other IT Systems as appropriate.
- Maintain and develop relationships with system suppliers to keep up-to-date with best practices and ensure good service, security, and best value.
- Collaborate with the SQL DBA to share knowledge and provide absence cover.
- Contribute to the University's Disaster Recovery and Business Continuity plans.
- Update, maintain and review accurate and comprehensive documentation relating to Business Systems' processes, procedures and best practices.
- Be prepared to work out-of-hours as required.
- Keep up-to-date with emerging technologies and provide recommendations for future developments within the University.

## Further information

### **Equal Opportunities**

All members of staff are required to support the University's policy on equal opportunities and to ensure that their work practices reflect that commitment.

### **Health & Safety**

All members of staff are responsible for ensuring their procedures and practices are compliant with the University's Health and Safety Policy.

### **Policies & Procedures**

To comply with any policy and procedure as regularly updated and published on the intranet applicable to your role, e.g. Confidentiality, Data Protection, IT Acceptable Use, Disaster Recovery, Quality Management and Enhancement procedures etc.

### **Staff Development**

Participate in Staff Appraisal and Development Review and Staff Development and Training activities as well as maintaining own subject knowledge.

Engage with the Higher Education Academy Professional Recognition Scheme as agreed with the line manager.

### **Confidentiality**

Maintain confidentiality regarding all aspects of work.

### **Variation to Job Description**

Norwich University of the Arts reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the University may require.

# Person Specification

**Job Title:** SQL Server Developer / Support Analyst

## Essential

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Certification in SQL Server 2008R2 / 2012 / 2016

Experience of supporting business applications

Working knowledge of SQL Server 2012/2016

Expert knowledge of SSRS and SSIS.

Understanding of Windows server 2012-16 configuration including IIS, Firewall, Services, Scheduled Tasks, etc

Excellent T-SQL development skills, including complex SPs, functions, triggers, views, ETL etc

Experience of working with third-party systems and performing repeatable ETL routines from those systems

Good decision-making skills with the ability to understand when decisions will impact on other systems and users

Ability to tackle and resolve complex technical issues in a timely manner

Ability to work on own initiative to tackle and resolve complex technical issues

Ability to communicate technical matters to staff with a broad range of technical abilities

Excellent customer care skills and the willingness to go the extra mile to support business systems users

A flexible approach to working hours with the ability to arrive early or work late to meet work requirements, undertaking out-of-hours or weekend working as required

An excellent team worker with a positive can-do approach

## Desirable

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Evidence of Continuous Professional Development

Producing Financial and Analytical reporting

Working knowledge of Information Security issues and best practice

Experience of supporting a range of systems including student information, time-tabling, and calendaring systems

Knowledge of other programming or scripting languages e.g. C#, Powershell, etc

# General Information

## Terms and Conditions of Appointment

On appointment, the successful candidate will receive a full statement of terms and conditions for Professional Services staff.

## Duties

The duties and responsibilities are outlined in the job description contained in the post details pack.

## Starting Date

This post is available on an indefinite basis from August.

## Hours of Work

The standard hours of work for professional services staff is 37 hours per week and any additional hours as are necessary for the proper discharge of your duties and responsibilities.

The hours for this post are 37 hours per week, throughout the year.

## Salary

This post is on an incremental salary scale. The salary for this post is Grade 7, which is from £33,199 to £39,609 per annum.

Please note that it is the expectation that candidates will be appointed at the beginning of the salary scale and that they will normally move up the scale points within the Grade on 1st September each year, after completion of the relevant service.

## Annual Leave

There is an annual holiday entitlement of 21 days rising to 25 days after 5 years' service, plus 8 statutory days. In addition, the University may grant up to 4 concessionary days leave per year when the University is closed.

## Pension

Employees have the benefit of joining an excellent defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 19.5%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you.

You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

## Interview Expenses

Reasonable travel and incidental expenses incurred in attending the interview will be reimbursed, subject to prior approval. You will be required to provide receipts for expenses claimed. If you are offered the position and decline the offer, expenses will not be reimbursed.

## Qualifications

Candidates invited for interview will be required to bring their original certificate as proof that they hold the qualifications listed as essential on the person specification for this role.

## Eligibility to Work in the United Kingdom

If you are invited for interview you will be asked to provide original documentary evidence of your eligibility to work in the UK. This will normally be your current passport. Candidates will be provided with a list of documents that can be provided as evidence.

## Overseas Applicants

If you are from outside the European Economic Area (EEA), you will need to obtain a visa through the UK Border Agency's Points Based System in order to work in the UK. More information on this is available on the Visas and Immigration section of the Home Office website.

For a skilled worker from outside the EEA to obtain a visa under Tier 2 of the Points Based System, the University must issue a valid Certificate of Sponsorship. Before this can be issued, the University must be satisfied that the post cannot be filled by a settled worker and that the individual will meet the points requirements of Tier 2.

# Application and Recruitment Process

## Accessibility

If you require copies of documentation in alternative formats, large print or Braille, please contact the Human Resources Department.

## Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for you to read before you complete your application form.

- Job Description – provides information about the main duties and responsibilities for the position. It also describes the purpose of the post.
- Person Specification – sets out information about the characteristics that are essential and desirable to perform the duties in the job description eg knowledge, skills, experience, abilities and qualifications that the ideal candidate will have to enable them to fulfil the duties of the role. Candidates will only be shortlisted if they meet all the essential criteria.

## Application Form

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job. Therefore, it is important that you complete all relevant sections of the application form as clearly and as fully as possible.

These notes give guidance on completing the application form and also further information with regard to the post and the recruitment process.

If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Department on 01603 756278 or by emailing [jobs@nua.ac.uk](mailto:jobs@nua.ac.uk).

Applications should be completed in full and should preferably be typed.

You may submit your application form electronically to [jobs@nua.ac.uk](mailto:jobs@nua.ac.uk). By completing and emailing the application form, you confirm you are accepting the terms of the declaration as detailed on the form and understand that any false statement or omissions may result in your application being withdrawn or your appointment being terminated.

## Supporting Statement and Additional Information

Space is provided on the application form for you to write a statement in support of your application. You may wish to enclose additional sheets which should be clearly marked with your name and the position you are applying for.

Your statement in support should address all the criteria listed under the person specification and state how your previous and present experience enables you to satisfy each of the criteria, using specific examples that are relevant to the job. This will enable the short listing panel to assess your knowledge, skills, experience, abilities and qualifications against the requirements of the post.

If you have been out of paid employment for a time, or have never been employed, you may have transferable skills or experience gained through voluntary/unpaid work or domestic, social or community activities that you undertake.

## Education/Qualifications

In your application you should give details of examinations passed and any professional qualifications or awards obtained. Please provide details of the grade (if applicable) and the date of the award. If you are invited for interview you will be asked to bring the original copies of the qualifications as set out in the essential and desirable person specification which will be copied and checked against your application form.

## Submission of Curriculum Vitae

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

## Referees

Please provide the names, addresses and telephone numbers or email address of two people who are able to provide you with a reference. The first person should be your current or most recent employer and the other person must be someone who is able to comment on your skills and abilities required for the post.

If you are not currently working, or have never been employed, you should give the name of someone who knows you well. This should not be a friend or relative.

References will not normally be taken up unless you are provisionally offered the positions. All offers of employment are subject to receipt of satisfactory references.



## Equal Opportunities Monitoring

Norwich University of the Arts is committed to equality and diversity. All applicants will be considered on their abilities and will not be discriminated against on the grounds of age, disability, gender reassignment, pregnancy, race, religion or belief, sex and sexual orientation.

As part of its commitment to equality and diversity we undertake equal opportunities monitoring of our workforce and applicants to enable us to evaluate the effectiveness of our policies and procedures.

To help us with this commitment, all applicants are requested to complete and return the Equal Opportunities Monitoring form as part of their application. Information on the form will be treated as confidential and will be used in accordance with the requirements of the General Data Protection Regulations and Data Protection Act as set out in the Job Applicant Privacy Notice. The information will be used for statistical purposes only, other than for the successful candidate as the data will form part of their personal confidential record. The form will be detached from your application form before this is given to members of the short listing or interview panel.

## Submission of Application Form

Completed documentation must be submitted by:

**5.00 pm on Friday 5<sup>th</sup> July 2019**

This is a strict deadline and we regret we are unable to accept late applications.

The University cannot be held responsible for application forms which are lost or delayed in the post. If you post your application form, please ensure there is sufficient postage for the size and weight of the envelope.

Application forms should be emailed to [jobs@nua.ac.uk](mailto:jobs@nua.ac.uk) or posted to:

Human Resources Department  
Norwich University of the Arts  
Francis House  
3-7 Redwell Street  
Norwich  
NR2 4SN

## Interview Arrangements

If you are shortlisted for interview you will normally be contacted by telephone or email by a member of the Human Resources Department.

The date of the interview is:

**Wednesday 24<sup>th</sup> July 2019**

If you have been unsuccessful in your application we will write to you accordingly. Due to the high volume of applications we receive we are unable to provide feedback for applicants.

Shortlisted applicants are asked to bring proof of eligibility to work in the UK to their interview. This will normally be in the form of a passport which will be checked and a copy taken by a member of the Human Resources Department. For the successful candidate the copy will be held on the personal confidential file. Documents copied for unsuccessful applicants will be destroyed 12 months after the end of the relevant recruitment process.

## Offers of Employment

All provisional offers of employment are subject to proof of eligibility to work in the UK, verification of qualifications, satisfactory references and completion of a medical questionnaire.



**I would like to take this opportunity of thanking you for your interest in the position.**

**If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Department on 01603 756278 or by emailing [jobs@nua.ac.uk](mailto:jobs@nua.ac.uk).**