

Position Description: Software Engineer

Position Details

Position	Software Engineer
Team	ICT
Reports to	eLearning and ICT Support Manager
Direct reports	None

Position Summary

The role is responsible for both technical support to existing applications as well as design, development, and integration of software to solve specific user/business problems at ISQ, through delivering user-friendly apps and automations.

Working across Microsoft Power Platform, Dynamics 365, Node.js, and Azure infrastructure, the position designs and implements application solutions, system integrations, and automation workflows that support ISQ's operational objectives and approved technology initiatives.

This role contributes to continuous improvement initiatives across infrastructure, data, and security, ensuring high availability, performance, and service standards while collaborating with external vendors and internal stakeholders.

Relationships

Key internal relationships	All ISQ managers and staff
Key external relationships	ISQ Members, software vendors

Responsibilities

The position is responsible for, but not limited to:

1. Gather client requirements and develop bespoke features and integrations to support ISQ's business requirements.
2. Test, deploy, and support ISQ software solutions to meet business requirements.
3. Providing support, troubleshooting and resolution for applications within the ISQ infrastructure with a focus on Microsoft Dynamics (CRM, Event Management and Real-Time Marketing), Web Applications (Nodejs, Nextjs, PHP) and systems automation.
4. Proactively monitor application performance, availability, and integrations, identifying risks and designing solutions that prevent or minimise customer and business impact.
5. Act as an escalation point for helpdesk problems when required.

6. Design, develop, and extend application solutions and automations to support business requirements and drive continuous improvement across ISQ's application environment.
7. Guide continuous improvement initiatives for ISQ infrastructure by conducting research and recommending changes in services, products, and standards.
8. Provide technical expertise and recommendations into the technical direction to the ISQ environment and the delivery of related initiatives.
9. Assist with the preparation of technical reports, documentation and briefing notes for management consideration and decision-making.
10. Work collaboratively with vendors/strategic partners and other internal/external technology groups to achieve positive outcomes.
11. Train and support staff in effective and efficient use of applications.
12. Contribute to the development, implementation, maintenance and review of systems, policies, procedures, and practices necessary for the efficient and effective administrative operations of core business applications.
13. Communicating effectively with staff, team and members to provide status updates and feedback.
14. Contribute to technical project activities including solution design, build, testing, deployment and post-implementation support.
15. Provide Level 1 application support when required to ensure service continuity during team absences or peak demand periods.
16. Other duties as reasonably required consistent with the scope and technical responsibilities of the role.

Requirements

Knowledge and experience

- Minimum 2 years' experience with Microsoft Dynamics, Power Automate (Flows), and Power Apps.
- Minimum 1 years' experience working in cloud-hosted environments, preferably Microsoft Azure.
- Experience supporting and integrating Learning Management Systems (LMS).
- Strong knowledge of web application development concepts, including front-end, back-end, and integration layers.
- Experience designing and consuming RESTful APIs for system and data integration.
- Understanding of full-stack application concepts, including user interface logic, server-side processing, and data persistence.
- Experience with JavaScript-based application logic and modern web standards such as HTML/CSS/WCAG.
- Understanding of database design and data modelling principles, including data structures, relationships, and query optimisation.
- Experience implementing or supporting Microsoft

	Entra ID (Azure Active Directory) authentication and authorisation. • Experience with Microsoft DevOps (Azure DevOps) for source control, work item tracking, or deployment pipelines would be well regarded. • Understanding of cybersecurity best practices, including identity management, access control, and application security considerations.
Qualifications and licenses	• Bachelor's degree or postgraduate qualification in Computer Science, Engineering, Information Systems, or a related discipline, or demonstrated equivalent professional experience. • Microsoft certifications or equivalent practical experience supporting Dynamics, Power Platform, or Azure services.
Skills and attributes	• Strong analytical and troubleshooting skills across applications, integrations, and platforms. • Fundamental Understanding of Software System design • Strong Fundamental programming skills • Excellent Documentation Skills • Ability to prioritise tasks and manage time effectively • Excellent communication skills are essential for interacting with end-users and other team members. • Proven ability to translate technical concepts into clear, non-technical language. • Willingness to learn new technologies and adapt to evolving IT environments • Can-do attitude with a collaborative working style

APPROVED BY: CEO
DATE: