

## Level: Developing/Skilled

### Development and Test Grade 6

**Typical role:** IT Assistance, AV Technical Support

#### Experiences

*Activities and responsibilities likely to be required when working at this level*

Create basic test cases; test scripts; requirements gathering; test reports; local IT support - in person, to a lecture theatre, remotely; researching issues and escalating as appropriate.

#### Personal and professional development

*Development options to consider when working towards this level*

##### Learning on the job

Build customer relationship management skills; develop awareness of technology; build on familiarity with UCL systems.

##### Learning from others

Updating knowledge base - sharing; become a member of a Community of Practice (CoP); undergo informal work shadowing.

##### Formal learning

Attend training in writing skills for wider dissemination materials/guides.

#### UCL Ways of Working

*These describe expected behaviours in line with UCL culture and values (see pages 54-55).*

*For Ways of Working indicators and steps to development please refer to the Ways of Working website [www.ucl.ac.uk/human-resources/policies-advice/ways-working](http://www.ucl.ac.uk/human-resources/policies-advice/ways-working)*

#### Transferable skills and competencies

FOLLOWING INSTRUCTIONS AND PROCEDURES

WORKING WITH PEOPLE

ANALYSING

(See pages 52-53)

## Level: Independent

### Development and Test Grade 7

**Typical Roles:** Systems Administration, Web Development

#### Transferable skills and competencies

DEVELOPING RESULTS AND SETTING CUSTOMER EXPECTATIONS

LEARNING AND RESEARCHING

APPLYING EXPERTISE AND TECHNOLOGY

(See pages 52-53)

#### Experiences

*Activities and responsibilities likely to be required when working at this level*

Supporting IT applications - configuring, troubleshooting and resolution of tickets; spreadsheet building and development; application development; unit testing and product release; security IT; basic web development; content management (CMS); CRM systems; web user journey; database administration; supporting user acceptance testing; system specification and business analysis; contributing to service documentation (e.g. system documents/user guides).

#### Personal and professional development

*Development options to consider when working towards this level*

##### Learning on the job

Leading on small issues; start to capture requirements; develop an understanding of the bigger picture; start to identify patterns in issues raised; develop confidence in ability to escalate issues noted.

##### Learning from others

Work shadowing; Community of Practice (CoP) membership; build confidence in liaising with wider UCL community; develop wider engagement with users/stakeholders, e.g. attending meetings, presenting/ discussing specific areas of work.

##### Formal learning

Appropriate external technical training e.g. MCP, RHCT, Cisco; LinkedIn Learning (on the individuals' specialism); ITIL foundation training.

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## Level: Advanced

### Development and Test Grade 8

**Typical Roles:** Senior Developer, IT Manager, Senior System Administration, Technical Team Leadership, Solutions Architecture

#### Experiences

*Activities and responsibilities likely to be required when working at this level*

Database development; application development; advanced programming; system administration e.g. SharePoint; providing coaching support to staff; team leadership and line management responsibility; project management; security testing; technical specification development; solution architecture; relationship management with stakeholders; running workshops; budget responsibility; working on job descriptions, recruitment, appraisals, disciplinary, etc.; risk assessment; service operations management; supplier management; identifying training needs and staff development; problem management; communication policy; digital media operations.

#### Personal and professional development

*Development options to consider when working towards this level*

##### Learning on the job

Holding requirement sessions; risk analysis; develop an understanding of the difference between issue and problem management; identify and propose service improvements; lead the delivery of work packages for projects; analysis and review; task assignment - work scheduling; awareness of priorities/deadlines; develop an understanding of financial/budget requirements.

##### Learning from others

Join the UCL IT Managers Forum; active engagement in a Community of Practice (CoP) project; presenting updates on an area of work to colleagues; mentoring and knowledge sharing with colleagues; facilitating and managing workshops; delivering training to staff/students; conference and seminar attendance.

##### Formal learning

Advanced technical training e.g. RHCE, Microsoft, Cisco; LinkedIn Learning; ITIL intermediate training. Introduction to management; recruitment training.

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#### Transferable skills and competencies

LEADING AND SUPERVISING

PRESENTING AND COMMUNICATING INFORMATION

PLANNING AND ORGANISING

(See pages 52-53)

## Level: Senior

### Development and Test Grade 9

**Typical Roles:** Technical Management Support, Head of functional area (Group (ISD), Faculty IT), Senior Solution Architecture, Senior Level Technical Leadership

#### Transferable skills and competencies

FORMULATING STRATEGIES AND CONCEPTS

DECIDING AND INITIATING ACTION

DEVELOPING RESULTS AND SETTING CUSTOMER EXPECTATIONS

(See pages 52-53)

#### Experiences

*Activities and responsibilities likely to be required when working at this level*

IT Service ownership; relationship management, internal and external; advisory and consultation; supplier management; working on job descriptions, recruitment, appraisals, disciplinary, etc.; budgetary responsibility; service strategy; project and programme management; resource planning (financial, personnel, equipment); identifying training needs and staff development; critical incident management; communication strategy; service design changes; service design.

#### Personal and professional development

*Development options to consider when working towards this level*

##### Learning on the job

Develop understanding of processes related to recruitment e.g. interviews, job descriptions, job creation, resource management, inductions, appraisals; problem and resolution management; change management; problem communication to service users; project management; develop proactive and critical thinking.

##### Learning from others

Become a community of Practice (CoP) lead or project lead; attending conferences and presenting; collaboration with UCL and external community; join UCL IT Managers Forum; shadowing project board meetings; join other cross UCL network groups and/or committees.

##### Formal learning

LinkedIn Learning; ITIL Advanced; accountancy training (if required in role); leadership training; project management training.

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