

JOB DESCRIPTION

COMPANY NAME:

TCS Computer Services Limited
The Brewhouse, 19 Bourne Road,
Bexley, Kent, DA5 1LR

Reg. No. Cardiff 309737

TYPE OF COMPANY:

Microsoft Gold Certified Partner Software House



JOB TITLE:

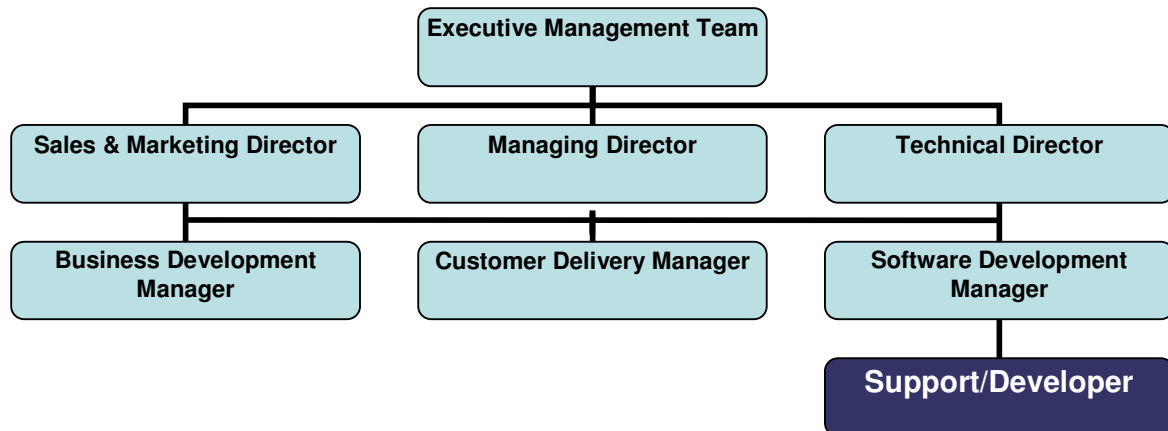
Support/Developer

JOB GRADE:

Analyst Programmer, Senior Analyst Programmer or Consultant dependant upon experience.

Grade	Min	Max
Senior Consultant	£40,788	£45,000
Consultant	£35,892	£40,788
Senior Analyst Programmer	£30,840	£35,892
Analyst Programmer	£25,644	£30,840
Programmer	£18,000	£25,643

ORGANISATIONAL STRUCTURE:



Line Manager:

Software Development Manager + Technical Director

Direct Reports:

None

JOB PROSPECTS:

Potential to become a Consultant and/or a Manager after appropriate service, experience and expertise has been gained by delivering exceptional performance. Your performance will be formally reviewed at least annually and after each Project or Assignment has been completed.

JOB DESCRIPTION

JOB PURPOSE:

A dedicated resource to support the Software Development Manager / Senior Software Engineer as directed and required.

The primary focus is 70% minimum Fee Earning on both Support & Development to ensure the Software Development Manager (SDM) can fulfil his job by limiting the SDM to a maximum of 50% Fee Earning.

From experience gained in a Microsoft Certified Partner Software House, provide TCS with an advanced level of technical knowledge & experience of On Demand Application Software and User Support; Infrastructure Planning and Maintenance; and Software Development

Member of the TCS 3 Tier In house Infrastructure Team for Support and Documentation to create the IT platform to enable all TCS Strategic Business Objectives and Plans to be achieved.

MAIN RESPONSIBILITIES AND ACTIVITIES:

As a Fee Earner, lead Software Development Projects and Customer / TCS Technical Support Teams as required.

- Maintain the TCS Infrastructure, using a rolling Annual Activity Plan for:
- Server, Hardware and Software upgrades, service, maintenance
- Train and manage a 3 Tier Infrastructure Support Team with appropriate Documentation
- yKAP Log of Infrastructure Activity Completion, faults and Support Requests.

Weekly A4 Report to Software Development Manager re Critical Success Factors and Deliverables.

CONDITIONS:

Location: TCS Offices, Bexley, Kent.

Travel: To Client and Associate Partner premises in the UK as required.

Hours of Work: All other Conditions of Employment, unless contained in this Job Description are as per the TCS Standard Contract of Employment.

Salary: In accordance TCS Grade Scales and annual Review.

Commission: N/A, occasional one off annual bonuses.

Grade: Analyst Programmer, Senior Analyst Programmer or Consultant; depending upon experience.

CRITICAL SUCCESS FACTORS AND DELIVERABLES:

The key CSF is to achieve a minimum of 70% Fee Earning. This is measured by the analysis of weekly timesheets which are used to record daily activity and form the basis for client invoicing.

To become the dedicated Resource and Support for the Software Development Manager to enable him to fulfil his Management role effectively. To be achieved by becoming a principal Fee Earner as a Senior Technical and Support Resource for both Clients and TCS.

To deliver all work in accordance with TCS best practice standards for, all processes, quality standards and documentation for Software Development and Application / User Support.

To implement and maintain the TCS Infrastructure Maintenance Schedule based on a rolling Annual Activity Plan showing start date, target month completion, to report monthly on completed tasks and those carried forward and to maintain the Annual Activity Plan.