

Role Profile: Senior Systems Developer

Department	Division	Location	Salary Band
Organisational Effectiveness	Technology and Data	UK Any	D high
Reports to	Matrix Manager	No. of direct reports	Value-based behaviour level
Systems Development Lead			Individual Contributor

Purpose

To design, develop, maintain and improve Christian Aid's application and data integrations across web based systems, including Dynamics 365 (CRM), using Microsoft technologies.

The role proactively identifies opportunities to improve integration, automation and reliability, and investigates and resolves system and data related issues. It applies strong technical judgement to prevent repeat issues, ensure data integrity, and align systems delivery with organisational values and goals.

Main Areas of Responsibility & Accountability

- Design, develop and maintain application and data integrations across Christian Aid's systems using Microsoft technologies (including .NET, C#, Power Automate, SSIS and APIs).
- Maintain and improve Christian Aid's application and integration architecture, identifying opportunities to automate processes and improve reliability, performance and data quality.
- Establish and apply standardised best practice for system and data integration across applications, using critical thinking to improve existing solutions.
- Monitor integration processes, handling errors and job failures, and implement preventative improvements.
- Investigate system and data related issues, undertake root cause analysis, and implement mitigating actions to prevent recurrence.
- Work collaboratively with internal teams and third party suppliers to resolve issues and deliver high quality integration outcomes.
- Provide technical advice and guidance to colleagues and project teams, contributing specialist expertise to system design and delivery.
- Produce and maintain appropriate technical documentation and support handover into live service when required.

Key Decisions

- Technical decisions relating to the design, maintenance and improvement of system and data integrations.
- Prioritisation of work within agreed objectives, balancing deadlines, technical standards and operational impact.
- Application of professional judgement to incomplete or complex information, proactively identifying opportunities for improvement.
- Budgetary authority (if applicable): N/A

Problem Solving

- Resolves complex technical issues through analysis, assessment and informed judgement.
- Applies interpretative and creative thinking to problems that may be new or outside previous precedents.
- Proactively identifies potential system and data risks and implements preventative solutions.

Key Interfaces

- **Internal:** Technology and Data division, project teams, service and product owners.
- **External:** Suppliers, implementation partners and technical specialists.

Knowledge, Skills and Experience

Essential:

- Relevant degree or equivalent professional experience in systems development or integration technology.
- Strong experience with Microsoft development technologies, including .NET, C#, SQL Server and T SQL.
- Experience designing and supporting application and data integrations using APIs.
- Solid understanding of application and integration architecture.
- Experience working with Dynamics 365 (CRM) and associated integration tooling.
- Experience with source control and modern development practices (e.g. Git based workflows).
- Strong analytical and problem solving skills, with experience carrying out root cause analysis.

Desirable:

- Experience with Power Automate, SSIS, ETL tools (e.g. KingswaySoft) and Azure integration services.
- Experience working with RESTful APIs, JSON, XML and integration documentation standards.
- Experience in CI/CD pipelines and automated deployment.
- Experience producing clear technical documentation.
- Experience of performance tuning, optimisation and testing practices.
- Experience managing and maintaining Microsoft Azure cloud services
- Experience using Microsoft Fabric for data engineering or integration

Travel

In Country: Occasional

Global: No travel