

**Software Engineer – KTP Associate**

Faculty / Department:	Computing, Engineering and the Built Environment	Grade:	<i>SPOT: £38,000 to £40,000</i>
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Academic Lead	Responsible for:	N/A

Job Purpose

Reliant Windows Limited and The College of Computing at Birmingham City University (BCU) are seeking to appoint a Knowledge Transfer Partnership (KTP) Associate in the broad area of CRM, ERP, Generative AI and Large Language Models (KTP Associate)

This position forms part of the Knowledge Transfer Partnership (KTP) programme co-funded by Innovate UK. The Software Engineer (KTP Associate) will work on a 25-month collaborative innovation project to transform Reliant Windows Limited

The project

This KTP will develop and integrate IT architecture utilising novel technologies to provide real-time management information, and streamline processes, ultimately effecting a digital transformation on the business

Key objectives include:

- Integrated ERP and CRM systems utilising MS Azure Cloud Hosting
- Exploration and Integration of AI tools (Geni AI) for contract analysis and claims management
- Dashboards providing Real time data visualisation and analytics via Power BI
- CRM system to actively track and manage marketing campaigns

Main Activities and Responsibilities

The successful candidate will lead KTP project. The position is for 25 months. The expected start date is as soon as is practical.

The Associate will work on:

- Establishing the organisation's requirements and aligning these to the project goals.
- Integrated ERP and CRM systems utilising MS Azure Cloud Hosting
- Develop dashboards providing Real time data visualisation and analytics via Power BI
- Build CRM system to actively track and manage marketing campaigns

The role requires the successful candidate to:

- Develop ERP and CRM systems and integrate AI tools within the ERP environment.
- Configure Microsoft Dynamics 365 CRM with custom modules and workflows.
- Develop user interface, and automate workflow



- Working closely with Reliant Windows Limited team to ensure the successful development and deployment of the models within the company
- Design and facilitate workshops to share and transfer knowledge

The Associate must have completed their latest degree (studies) within the last five years and have the following key attributes to ensure the project's successful completion.

Person Specification

Essential Criteria	Application Form / Support Statement / Interview
1. First degree (1st Class or 2:1 Honours) or master's degree in computer science, data science, or a related field	Application Form
2. Proficient in integrating disparate systems (CRM, ERP, CAD) and managing change within a manufacturing environment	Application Form / Interview
3. Expert programming skills with experience in .NET frameworks, SQL for database management, and familiarity with Java EE for enterprise applications	Application Form / Interview
4. Solid working knowledge of system architecting and design principles, with experience in designing scalable and robust software solutions	Application Form / Interview
5. Extensive experience in developing and integrating business systems tailored for manufacturing and B2B operations, including quotation management and supply chain integration	Application Form / Interview
6. Deep knowledge and hands-on experience in integrating embedded systems with enterprise software, data engineering for real-time data processing, and developing RESTful APIs for system interoperability	Application Form / Interview
7. Strong understanding of AI and machine learning principles, particularly in applying GenAI for contract analysis and commercial response drafting	Application Form / Interview
8. Familiarity with cloud platforms (e.g. Azure, AWS) for deploying and managing integrated systems, including data storage and analytics	Application Form / Interview
9. Experience with version control tools (e.g. Git)	Application Form / Interview
Desirable Criteria	
10. Knowledge and experience of systems integration and APIs would be advantageous.	Application Form / Interview



11. Understanding of manufacturing processes specific to the glazing industry, including window design, production, and installation	Application Form / Interview
12. Proven work experience with cloud computing platforms (e.g. AWS, Azure, GCP) and their services	Application Form / Interview
13. Experience of projects with LLMs or GenAI	Application Form / Interview
14. Experience with 3D scanning technologies and integrating related APIs	Application Form / Interview
15. Experience in utilising Design Thinking and facilitating workshops	Application Form / Interview
16. A good understanding of, or willingness and ability to learn, the printing industry management	Application Form / Interview
17. Ability to manage software development projects, including planning, execution and monitoring	Application Form / Interview
18. Strong teamwork and collaboration skills to work effectively with cross-functional teams including IT, operations and legal	Application Form / Interview
19. Proficient in analytical thinking and problem-solving, with a focus on optimising business processes through technology	Application Form / Interview

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Cover Letter & CV - applicants are asked to provide a statement to demonstrate how they meet the criteria, and may reference their CV. The response will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.