

# **JOB DESCRIPTION**

**POST:** Application Support Officer - Corporate Business Applications

**POST NUMBER** TBC

**GRADE:** 10

**SERVICE AREA:** Corporate Core

**DIVISION / UNIT:** DDaT

**REPORTS TO:** Application Support Specialist – Corporate

**MANAGES/SUPERVISES:** None

## **PRIMARY JOB FUNCTION**

This position is responsible for providing user support and technical assistance, investigating and resolving problems reported by users of specific corporate and directorate business applications by responding in a timely and efficient manner to the business needs.

Maintain, modify and upgrade applications and update relevant documentation to a clear design specification, using standard approaches and techniques to ensure compliance across the Council, and develop and design web based forms relevant to the council's business applications.

## **DUTIES AND RESPONSIBILITIES:**

1. Respond to tickets logged from the Service Desk, providing primary and secondary support for resolving application issues ensuring timely and accurate communication with users in line with service level agreements.
2. Analyse, diagnose and resolve technical and system issues in accordance with the council's processes.
3. Accurately and clearly document fixes to technical issues and update the IT knowledge base.
4. Provide system administration for Council business applications.
5. Carry out data capture and validation activities as required.
6. Engage with staff to understand demand, aspiration and opportunity.
7. Liaise with third parties and external suppliers to resolve issues, keeping track of all issues and related correspondence.
8. Write and maintain technical documentation in accordance with the Council's Information Management standards.
9. Manage medium sized application support projects, and work packages including upgrades and module testing.
10. Co-ordinate testing and audit of new ITIL processes being implemented.
11. Deliver training material for new starters and refresher training within an appropriate portfolio of services.
12. Responsibility for contractors and temporary staff as required.

**ADDITIONAL:**

- In addition to normal business hours, the post holder will also be required to work outside of these hours as necessary. Your permanent place of work will be a council office specified by your manager.
- We currently attend the office **two days per week**, but this may change, and you may be required to attend more frequently or potentially full time.
- Flexi-time applies within the Authority; however, as this is a support role, it can only be taken at the discretion of the manager.
- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.
- To be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out.
- To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- To acquire new skills as necessary and attend training courses on and off site as required assisting in this regard
- To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
- Be open, collaborative and positive; take part in corporate initiatives and work constantly with others to make sure digital is woven into the fabric of how the council runs
- Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).
- To give advice and guidance to Internal Audit in developing audit controls in application systems.
- To contribute to the DDaT Service Development and Delivery Plan.
- To occasionally represent the DDaT function at meetings.

**Post holder Declaration**

<b>Name:</b>	
<b>Signed:</b>	
<b>Date:</b>	

# PERSON SPECIFICATION

## Applications Support Officer

SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
Knowledge of designing, developing, implementing and supporting line of business applications.	<b>E</b>	
Ability to think logically, communicate verbally and in writing in a clear and positive way	<b>E</b>	
Experience of analysing customer requirements and producing effective solutions	<b>E</b>	
Experience of working on time critical projects and first line support	<b>E</b>	
Possess a degree, computer related qualification/s, MCTS (SQL2005), MCITP (DBA)	<b>E</b>	
Knowledge and support of graphical information systems (GIS)		<b>D</b>
Experience of working in local government		<b>D</b>
Ability to apply the most appropriate modern standards and practices.	<b>E</b>	
Ability to communicate clearly, effectively and appropriately (orally and in writing)	<b>E</b>	
Able to follow procedures and documentation	<b>E</b>	
Is proactive in searching for potential problems. Achieves excellent user outcomes	<b>E</b>	
Able to implement opportunities to optimise processes	<b>E</b>	
Interpersonal, networking and negotiation skills, including the ability to successfully communicate complex issues coherently and persuasively.		<b>D</b>
Project planning skills		<b>D</b>
Knowledge of web based forms creation and development		<b>D</b>