ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:		Neighbourhood Services
SECTION:		ICT Services / Operations / Technical Services
LOCATION:		Number One Riverside (floor 2)
JOB TITLE:		Applications & Systems Engineer
POST NUMBER:		AppSysEng
Grade:		8
Accountable to:		Senior Systems & Applications Manager
Accountable for:		TBC
Hours of Duty:		37 Hours / Week. This role is expected to be operated on a flexi time basis but at times ICT may require the role to conform to specific business hours as needed.
Any Special Conditions of Service:		The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C. This role is expected to perform a reasonable amount of out of hours work given reasonable notice. This role is expected to be part of an 'on-call' / 'on standby' scheme within ICT. All standby and out of hours rates are agreed as part of T&C of the roles

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART

MIS PORTFOLIO MANAGER

SENIOR SYSTEMS AND
APPLICATIONS MANAGER

APPLICATIONS & SYSTEMS
ENGINEER
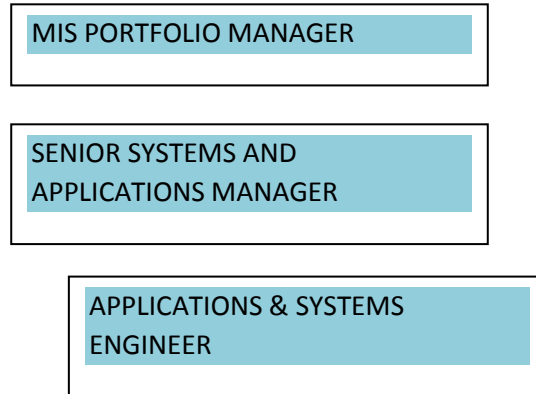
PURPOSE AND OBJECTIVES OF THE JOB

The postholder will form part of a software and applications team of technical 2nd and 3rd line engineers to deliver service excellence; by following all best practice technical methodologies, service delivery frameworks (e.g.ITIL) and Prince 2 methods where needed.

The postholder is expected to deliver software applications and system solutions for the Council. These solutions will be designed to meet all the Council's needs, its own strategic objectives and also ICT's architectural constraints. This role will be a key member of the Service Operations Engineers (SOE) team working to ICT senior managers and accountable to the Technical Design Authority (TDA).

As one of the SOEs, this role has responsibility for support and maintenance of the live technical environment and associated operational activities including day-to-day management of the ICT software applications and systems

To ensure the delivery of a full portfolio of ICT Services, in-line with all agreed SLAs, this role will contribute to service design and implementation with continuous service improvement in mind. They will utilise skills in areas such as Availability Management, Capacity and Demand Management, Service continuity, Information Security Assurance, and Supplier/Contract Management.

Working with ICT management and peers to engender and promote a culture of collaborative continual service improvement - developing and contributing to service delivery processes (e.g. ITIL policies and procedures)

Be a key member of required resolver groups and technical resource teams in response to BAU service operations and scheduled change projects as a result of raised incidents, requests and problems.

Contribute to ITIL policies and procedures as required by the Senior Systems & Applications Manager and MIS Portfolio Holder

Technical

Will technically deliver the <u>full range</u> of the software transition lifecycle including:

- Building / installing and configuring
- testing and UAT
- packaging
- release and deployment
- integration and early life support
- operational day-to-day management
- on-going support / training
- technical documentation
- upgrades

of the Council's complete catalogue offering of standard desktop and business critical Line-of-Business (LOB) software applications and systems, that under-pin the delivery of the full portfolio of ICT Services, in line with all agreed SLAs, consistently ensuring customer focused, high quality services delivery.

Control of Resources

Personnel (direct reports)

This is subject to change as the role operates in a matrix management method. Different staff will report into this role and this role will report into different staff depending on the nature of the work and project plans

Financial

To perform financial assessments in the form of Value for Money, Return on Investment and Total Cost of Ownership studies on technical ICT based systems

Equipment/Materials

Access to all ICT data centres, server rooms, servers, administration software and network equipment will be approved by Senior Systems & Applications Manager and MIS Portfolio Holder and assigned/implemented using the change management process (CAB)

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues, in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Responsibilities

The postholder must -

(i)   Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
(ii)   Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

Principal Duties

1. Technical Assistant for ICT Application and Software Delivery
2. Technical assessor for systems, networks, application hosting and general ICT services
3. Technical implementation Engineer for ICT based solutions

Technical Assistant for ICT Operations and Service Delivery. To work on and oversee all technical ICT related incidents, requests and problems. To ensure operational normality can be swiftly returned when issues arise relating to standard desktop and Line of business (LOB) software applications and systems.

- Assisting the Senior Systems/Applications and Network Engineers with operational delivery specialising in Council converged networks and associated administration, configuration, maintenance and application performance tuning. Deliver continual improvement and high quality services by always utilising the following best practice service management disciplines:

    - Availability Management, Capacity Management & Demand Management
    - Service Continuity and Information Security Management
    - Specialist IT procurement
    - Contributing to all required supporting policies and procedures
    - Application and platform hosting management

- Provide the following full end-to-end software transition lifecycle steps:
  - building / installing and configuring
  - testing and UAT
  - packaging – App V, MSI, VBScript, InstallShield, PowerShell
  - release and deployment
  - integration and inter-operability
  - early life support
  - operational day-to-day management
  - on-going support / training
  - technical documentation
  - Upgrades
  - Migrating applications

- Provide support, advice and guidance to users on the proper and effective use of standard desktop and business critical LOB software applications and systems, liaising with customers to ascertain with clarity their requirements and maintaining strong relationships with customers

- Ensures that the software applications and systems that under-pin ICT Services can provide minimum agreed service levels in cases of disaster, by reducing the risk to an acceptable level and implementing solutions for the recovery

- Develop and maintain operational procedures / local work instructions and common tasks for all of the standard desktop and LOB software application and systems that under-pin services in the ICT Service Catalogue.

- Write articles for the ICT knowledge base and maintain accurate records, provide detailed call notes and reports and be able to communicate technical issues to a non-technical audience

- Write training manuals, how-to guidance booklets and other interactive material for standard desktop and LOB applications.
- Document the customizations and changes made during the packaging process

- Provide Early-life-Support material and hands-on support when a new or changed software application under-pinning a service goes live

- To work alongside and often mange a team of officers, contractors, interns or 3rd party staff, consistently ensuring the delivery of customer focused, high quality services as described in the published ICT Service Catalogue - always adhering to agreed policy and procedure

- Provide technical on-site knowledge and technical expertise for servers, application lifecycles, platform hosting issues and perfomance issues, by working on technical evaluation of problems and the implementation of solutions

- Be a key member of required resolver groups and technical resource teams in response incidents scheduled changes, business requests and problem management calls.

- Assist with liaison and negotiating with suppliers (4th line) always looking for value for money in specialist ICT procurement of solutions, consultancy services, contracts renewals and licences.

- To create the appropriate level of technical and procedural documentation when

implementing all changes and resolving issues

- Assist in managing risks to an acceptable level, to ensure that ICT can provide minimum agreed service levels in cases of a disaster and can recovery effectively – contribute to the development, implementation and maintenance of data back-up procedures and comprehensive IT business continuity plans

- Provide advanced build and configuration skills in Windows Server, Windows Client OS platforms and comprehensive application packaging and deployment capability

- Will work closely with other Senior Engineers, peers, key customers, and suppliers in the pursuance of maximum efficiency and value for money at all times

Technical assessor for systems, networks, application hosting and general ICT services. Performing technical assessment lifecycle duties from the business requirements specification, technical architecture review and design through to vendor selection and procurement. Specifically focused on LOB applications, deployment and stability.

- Work under the guidance of the 'Technical Design Authority' (TDA) team, when considering all new services and changes to existing services – contributing to service design using service management frameworks (e.g. ITIL) best practice in the following areas:

  - Availability Management, Capacity Management & Demand Management
  - Service Continuity and Information Security Management
  - Financial Management, License and Contract Management
  - Specialist IT procurement
  - Contributing to all required supporting policies and procedures
  - Application and platform hosting management
  -

- Produce technical designs, builds, and configurations of underpinning ICT platforms, networks, and systems (and seek approval from the TDAs as appropriate)

- To ensure solutions are designed that meet the business requirements, that are realistic to deliver and ensure value for money by taking a holistic view of ICT capabilities within the Council

- Ascertain and understand the requirements of the business users and then to design a technical solution (under the guidance of TDAs) that can be handed to a project team to be built or implemented.

- Compare packages and proposed bespoke offering(s) to provide an appropriate solution and ensure that the receiving project team implements the solution correctly

Technical implementation Engineer for ICT based solutions, by providing hands on experience in implementing technical solutions independently or under a project management methodology

- Act as a technical project resource when delivering both BAU and strategic, organisation wide change projects, new services or changes to existing services

- Liaise with and work in a collaborative and matrix manner with all members of the ICT team as and when the need arises

- Advise and implement changes or upgrades of the physical and virtual infrastructure systems always adhering to the agreed change management process

- Advise and implement changes to networks and systems always adhering to the agreed change management process

- To review a solution (project) to ensure that it:

  - Is scoped to the true extent of the project and delivers to a set of agreed business objectives
  - Ensures that the required technologies will work together
  - Identifies any issues that have not been addressed in the requirement specifications and recommends solutions

Secondary Duties

1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator. Mentor engineers and support their development

2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the post-holder (and if he/she so wishes, with his/her Trade Union representative)

3 ICT operates in a Matrix Management environment with both people (line) managers and assignment managers (for project work), the post holder must be willing to work in this way when required

4 Undertake training and development to enhance existing skills, as and when required by your manager

5 Keep up to date with departmental and Council information, by attending meetings, seminars, reading appropriate communications and discussions with colleagues

Job Description prepared by _____ Date _____

Agreed by Postholder _____ Date _____

Supervisor _____ Date _____

Service Director _____ Date _____

<table>
<tr><td colspan="2" align="center">Rochdale Borough Council
Person Specification</td></tr>
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Service :	Neighbourhoods	Post:	Application and Systems Engineer
Section :	MIS Application Support	Post Number :	AppSysEng
Job Ref:	Senior Applications & Systems Manager	Grade:	Grade 8

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you MUST SHOW YOU HAVE to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you MUST include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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	Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a)	**Special Working Conditions**		
1	Please confirm you are able to perform a reasonable amount of out of hours work given reasonable notice.	E	AF/I
2	Please confirm you are willing to be part of an 'on-call' / 'on standby' scheme within ICT.	E	AF/I
(b)	**Qualifications and Experience**		
1	Do you have ITIL Foundation (or equivalent experience with a demonstrable ability and willingness to study and obtain a current qualification in the future)	E	AF/I
2	What experience do you have of working on and oversee technical ICT related incidents, requests and problems.	E	AF/I
3	Please give details of your broad experience in defining, analysing, planning, measuring and continually improving all aspects of the ICT; specialising in Council standard desktop and Line of business	D	AF/I

	(LOB) software applications and associated administration, configuration, maintenance and performance tuning, delivering continual improvement and high quality services by always utilising the following best practice service management disciplines: • Availability Management, Capacity Management & Demand Management • Service Continuity and Information Security Management • Financial Management, License and Contract Management • Contributing to all required supporting policies and procedures		
4	Please detail your experience of ensuring operational normality can be swiftly returned when issues arise relating to ICT systems, specifically database and application services, security breaches and specifically hardware and software relating to Council hosted Line of business (LOB) applications and application client services.	E	AF/I
5	What is your experience of working in a team and work alone to perform technical evaluation of issues and the implementation of solutions. (acting as and working for a technical incident Manager) including housekeeping of the Council's software applications and systems including license controls, usage control, and plans to maximise value for money	E	AF/I
6	Please tell us about your experience as an engineer and technical expert providing expertise and procedural excellence in the following full end-to-end software transition lifecycle steps: • technical design and build • testing and UAT • packaging • release and deployment • integration and inter-operability • early life support / training • operational day-to-day management • on-going support • future upgrades	E	AF/I
(c)	**Skills and Knowledge**		
1	Do you have experience in or demonstrable ability and willingness to learn and obtain a current qualification in the future of the full software transition lifecycle (Design, test, packaging, release & deployment -Business Application hosting, integration and platform stability. Strong MSI Packaging skills, / using industry standard tools, / Strong MS App-V 5.1 packaging, release and deployment skills / MCDST, Strong Windows Client - configure and management,	E	AF/I
2	Please give details of your strong knowledge and ability (MCTS) in Systems Centre Configuration Manager (application deployment) and CITRIX /RDS application deployment (or equivalent experience with a demonstrable ability and willingness to learn and obtain a current qualification in the future).	E	AF/I
3	What is your experience of MCTS SharePoint, SQL (or equivalent experience with a demonstrable ability and willingness to learn and obtain a current qualification in the future).	D	AF/I

4	Tell us about your strong knowledge of Microsoft Windows 7/10, Office 2016 / O365/ Powershell - configure and management, (or equivalent experience with a demonstrable ability and willingness to learn and obtain a current qualification in the future).	E	AF/I
5	Please give details of your ability to liaise with and work in a collaborative and matrix manner with all members of the ICT team. Excellent communication skills; telephone, face to face and written skills with the ability to convey technical information to a non-technical audience	E	AF/I
(d)	**Behaviours and Values**		
1	Approach the job at all times using the values set out in the Rochdale Way: ☐ Valuing our people ☐ Focusing on customers ☐ Acting with integrity ☐ Using time and money wisely ☐ Working together ☐ Always learning and improving Please confirm you are willing to adhere to these values and behaviours.	E	AF/I