**ROLE DESCRIPTION**

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| Role Title | Business | Reports to |
| Senior Systems and Applications Officer | Unity Partnership | Applications Service Manager |

**PURPOSE**

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| This role requires a post holder that is a confident technical engineer who can 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.This role requires a post holder 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. 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 Service Delivery Manager |

**DIMENSIONS**

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| Direct Reports | Yes  |
| Budget Responsibility | No |

**PRINCIPAL RESPONSIBILITIES**

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| * 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 Service Manager 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
* release and deployment
* integration and inter-operability
* early life support
* operational day-to-day management
* on-going support / training
* technical documentation
* upgrades
* 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
* 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.
* 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
* Advise the Service Delivery and Security Manager (and other senior managers as appropriate) on issues relating to systems, networks, ICT Security that affect the performance and compliance of services
* Provide technical on-site knowledge and technical expertise for servers, application lifecycles, platform hosting issues and performance 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
* 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
* Experience of technical knowledge to understand in detail all the systems within a solution and their individual working parameters and requirements.
* Experience of technical knowledge to understand and own the architectures across the Council’s full service, systems and applications portfolio
* 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
* Project Management capability usingbest practice methods (e.g. Prince2 PM)
* 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
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**PERSON SPECIFICATION**

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| Qualifications | IT Degree (Desirable) |
| Knowledge / Experience | * 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 packaging, release and deployment skills / MCDST. Strong Windows Client - configure and management, (or equivalent experience with a demonstrable ability and willingness to learn and obtain a current qualification in the future).
* Strong knowledge and ability (MCTS) in Systems Centre (application deployment) and CITRIX application deployment (or equivalent experience with a demonstrable ability and willingness to learn and obtain a current qualification in the future).
* Strong understanding of VB Scripting and .NET programming and scripting along with highly developed analytical and problem solving skills and Strong understanding of statistical and analytical principles and processes. (or equivalent experience with a demonstrable ability and willingness to learn and obtain a current qualification in the future).
* MCTS SharePoint, SQL(or equivalent experience with a demonstrable ability and willingness to learn and obtain a current qualification in the future).
* ITIL Foundation & Prince 2 Foundation (or equivalent experience with a demonstrable ability and willingness to learn and obtain a current qualification in the future).
* VMWARE, CITRIX (remote access), Server & SAN build knowledge (or equivalent experience with a demonstrable ability and willingness to learn and obtain a current qualification in the future).
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| Skills / Ability | * Broad experience in defining, analysing, planning, measuring and continually improving all aspects of the ICT; specialising in Council standard desktop and Line of business (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.
* Experience ensuring operational normality can be swiftly returned when issues arise relating to ICT systems, networks and 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. Good experience as on-site engineer and technical expert providing expertise and procedural excellence in the following full end-to-end software transition lifecycle steps.
* Experience 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
* Extensive experience in owning and managing the definitive Council ICT Service library of pre-packaged deployable standard desktop and business critical LOB software applications – including all packaging tools, methods, procedures and documentation. Always ensuring full inter-operability and required integration of new software packages is fully tested.
* Experience of be ultimately accountable for all technical designs, builds, and configurations of underpinning ICT platforms, networks (Specifically focused on application hosting, application performance and data integrity), and systems.
* Extensive experience as lead project implementation managerfor ICT based solutions, by providing or overseeing project planning, scheduling and resourcing allocations. Acting as a Release Manager to approve technical solutions and support the ‘go live’ process. Specifically focused on changes to line of business applications and associated modules, databases, web servers and other application roles.
* Ability to develop, document, test and implement data back-up procedures, disaster recovery operations and comprehensive IT business continuity plans
* Ability to lead on the liaison and negotiation with suppliers, 3rd parties and external consultants
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**CORE BEHAVIOURS**

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| * Thinking and Critical Decision Making.
* Disciplined Approach
* Creating Solutions and Change.
* Inspiring and Influencing.
* Delivering Results and Improving.
* Performance and Responsibility.
* Building Great Relationships.
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| Salary Range | £30000 - £42000 depending on experience |
| Job Family | Information Technology – Service Delivery |
| Contract Type | Permanent  |
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