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**JOB DESCRIPTION**

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| **Post Title**: Senior Applications Engineer |
| **Department**: Resources and Regulation | **Post No**:  |
| **Division/Section**: ICT Unit | **Post Grade**: Grade 11 |
| **Location**: Town Hall, BuryMay be required to work at any Office within the Borough | **Post Hours**: 37 hours per week Monday to Friday, (Council Flexi Scheme in operation) |
| **Special Conditions of Service**: Flexi-time scheme is in operation; however this is dependent upon service requirements.Must be prepared to work outside normal office hours of duty from time to time when the service requires - sometimes at short notice (including early mornings, late evenings, weekends, Bank Holidays etc.)Must be prepared to provide “stand by” cover for specific computer applications and products as necessaryIn the event of a computer disaster, may be required to work off site and/or outside Bury. (In accordance with any Contingency/Disaster Recovery Plan of the Council or its departments). |
| **Purpose and Objectives of Post**: To provide applications support, maintenance and development services for ICT Unit customers in line with service descriptions under the direction of Applications Team Leaders.To specify, develop and deliver “in-house” computer solutions, implement and support third party solutions, moving across different development teams as the need arises.To help promote and develop the use of ICT throughout the Council.To liaise with customers of the Unit on issues relating to application support and development. |
| **Accountable to**: ICT Services Manager |
| **Immediately Responsible to**: Applications Team Leader |
| **Immediately Responsible for**: May have specific responsibility for Entrant Application Officers and/or students on placements with the ICT Unit. |
| **Relationships: (Internal and External)Internal**Staff in Departments who are using ICT Unit systems or who require changes to systems.ICT Unit Operations, Service Desk, Technical Support, Business Support TeamTrainees and Work Experience Trainees | **External**Suppliers of third party application softwareContractorsRepresentatives of Outside AgenciesDistrict AuditorUser GroupsSchools (Admin)Members of the Public |
| **Control of Resources**:**Personnel** Supervision Entrant Applications Officers, Trainees, work experience placements as required Supervision of Contractors and representatives of outside agencies on site**Equipment**Day to day use and control of PCs, Printers and third party software within the Applications Section**Health and SafetyMust c**omply with Health and Safety guidelines and instructions as set out in the Health and Safety Policy |
| **Duties/Responsibilities**: **Resource Management** |
| 1. On occasions, to supervise Entrant Applications Officers, and trainees etc..
2. To assist the Applications Team Leader in monitoring the staffing resources for appropriate projects.
3. To estimate the resources needed to meet the required service levels and performance targets of the Unit and to undertake new developments
4. To prioritise personal workload in conjunction with the Applications Team Leader.
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| Operational Service Provision |
| 1. To support existing computer systems, ensuring that key applications are available to customer requirements during normal service hours and that any operational problems are investigated and resolved in line with service requirements.
2. To maintain existing computer systems including:-
* Amendments arising out of legislative changes
* Amendments arising out of policy changes
* Amendments arising out of financial year changes
* Maintaining availability and integrity of existing computer software applications
* Year end support
* Maintaining audit controls within existing systems
* System administration/security for System Access.
* Help create and enforce policies on System Usage.
1. To tailor third party supplied application software to customer requirements as necessary. Liaise with third party suppliers of application software relating to the specification of system requirements on behalf of customers.
2. To specify and design computer applications.
3. To prototype and develop computer applications including
* Developing application software to agreed site standards
* Testing the computer application software
* Producing documentation including User Guides as appropriate
* Providing customer training, presentations and demonstrations
* Passing on experience and knowledge to members of the Applications Support Section in relation to computer development tools, customers’ software, in-house and third party software.
1. To respond to calls from the ICT Unit Service Desk – to liaise with customers/third parties to ensure a speedy and satisfactory resolution of customer problems. To update the ICT Unit Service Desk call logging system in line with departmental procedures.
2. To maintain a working knowledge of an appropriate subset of the Council’s computer development tools and software packages across different platforms.
3. To advise the Operations Section on scheduling the deviations of jobs e.g. at year-end, Christmas, and ad-hoc requirements
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| Procurement and Project Management  |
| 1. To ensure that assigned tasks are completed to agreed deadlines, in line with any agreed project plans.
2. To help customers assess the suitability of 3rd party application software.
3. To act as lead Applications officer on projects allocated by the Applications Team Leader and assist in the monitoring of the project. To report any deviations from the plan to the Applications Team Leader in good time.
4. To undertake systems analysis for development work on various computer platforms under the supervision of the appropriate Applications Team Leader.
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| **Other Areas** |
| 1. To create, develop and sustain good customer relationships.
2. To communicate computer concepts in business terms to customers at all levels. To demonstrate in-house computer software to existing and potential customers.
3. To acquire new skills as necessary and attend training courses on and off site as required assisting in this regard.
4. To maintain an awareness of new technology, trends and issues within the computer industry
5. To give advice and guidance to Internal Audit and District Audit in developing audit controls in application systems.
6. To contribute to the ICT Unit’s Service Development and Delivery Plan.
7. To occasionally represent the ICT Unit at meetings.
8. To promote the ICT Unit internally and externally.

**Safeguarding:**As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.**Equality Diversity and Inclusion:**Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.**Health and Safety:**The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.**Health and Wellbeing:**As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues. |
| Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service) |
| **Job Description prepared by:** | **Sign:**  | **Date:** |
| **Agreed correct by Postholder:**  | **Sign:** | **Date:** |
| **Agreed correct by Supervisor/Manager:** | **Sign:** | **Date:** |



**DEPARTMENT FOR RESOURCES AND REGULATION**

**Applications Engineer**

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| **CORE BEHAVIOURS FOR THE POST (Please tick those relevant)** |
| Commercial Thinking & Analysis |  | Planning |  |
| Customer Service | ✓ | Developing Self & Others |  |
| Delivering Results | ✓ | Teams, Networking & Partnerships |  |
| Values, Ethics & Diversity | ✓ | Adapting to Change | ✓ |
| Delivering a Quality Service(Continuous Improvement) | ✓ |  |  |

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| **SHORT LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Knowledge of designing, developing, implementing and supporting in-house or third party applications. | ✓ |  |
| Experience of Visual Studio (vb, vb.net syntax), Microsoft SQL Server and Windows operating systems or other programming languages. | ✓ |  |
| Ability to think logically, communicate verbally and in writing in a clear and positive way | ✓ |  |
| Experience of analysing customer requirements and producing effective solutions | ✓ |  |
| Experience of working on time critical projects and first line support | ✓ |  |
| Experience of the Microsoft Office Suite of products | ✓ |  |
| Possess a degree, computer related qualification/s, MCTS (SQL2005), MCITP (DBA) | ✓ |  |
| Possess Microsoft Certified SQL DBA Administration (or equivalent) | ✓ |  |
| Knowledge and support of council tax and housing benefit systems.  |  | ✓ |
| Experience of working in local government |  | ✓ |

**CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS**

**The short-listing criteria listed plus the following:**

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| **ASSESSMENT****METHOD** | **CRITERIA** |
| Interview | Knowledge of designing, developing, implementing and supporting in-house applications and third party systems |
| Interview and test | Experience of Visual Studio (vb, vb.net syntax), Microsoft SQL Server and Windows operating systems or other programming languages. |
| Interview and test | Ability to think logically, communicate verbally and in writing in a clear and positive way |
| Interview | Experience of analysing customer requirements and producing effective solutions |
| Interview | Experience of working on time critical projects and first line support |
| Interview | Experience of the Microsoft Office Suite of products |
| Interview and test | Undergone formal Microsoft SQL Server Administration training |
| Interview | Experience of Microsoft platforms with applications running on various Windows operating systems |
| Interview | Experience of working with file transfer, integration technologies, and reporting tools (e.g. FTP, web services, Business Objects) |
| Interview | Knowledge and support of council tax and benefit systems. |