

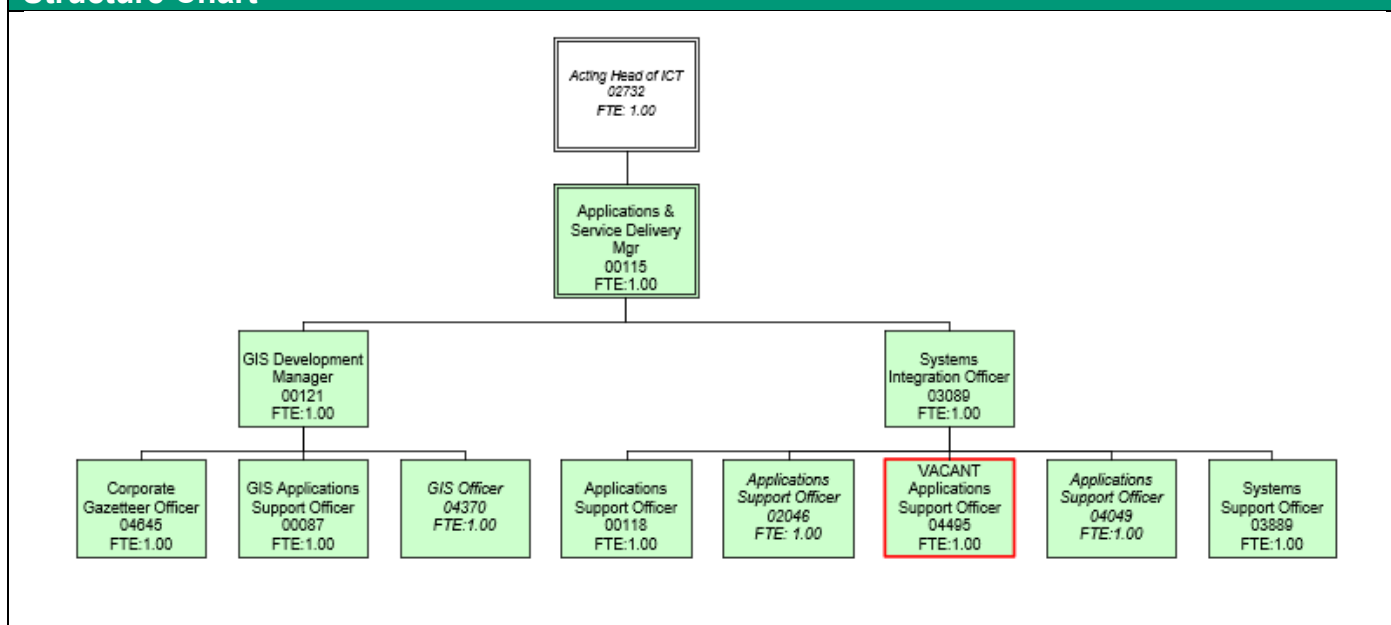
Job Description and Person Specification

Job title:	Applications Support Officer
Directorate:	Resources
Service:	ICT
Team:	Applications and Service Delivery
Post number:	
Salary grade:	J
Work location:	Market Street
Reports to:	Systems Integration Officer
Supervises:	N/A

Job Purpose

- To contribute to West Berkshire Council's rolling 3 year ICT Strategy for the Council in relation to all application development and change control matters.
- To contribute to the delivery of West Berkshire Council's ICT Digital Strategy.
- To ensure the availability, integrity and security of applications and systems within WBC
- To share the responsibility for the support of a number of high profile, business critical Council systems such used by service units such as Social Care, Education and Human Resources\Payroll.
- To be responsible for change control for all software development projects relating to the systems supported.
- To provide functional and technical development and enhancement of business software and applications supported by the West Berkshire ICT Applications and Service Delivery team.
- To provide technical support to customers and colleagues on any development related matters.

Structure Chart



Main Duties and Responsibilities

Strategic

- To be responsible for the adherence to procedures and strategies to ensure the integrity of all systems developed in house.
- To be principle liaison with the business owners of the systems supported.

Managerial

- To ensure that all activity in the teams allocated to development projects is carried out in accordance with existing processes and procedures adopted within the ICT Strategy.
- Manage external developers as required.
- To manage and deliver the support and maintenance of existing systems in accordance with Service Agreements and Best Practice guidelines within the ICT service.
- Undertake any other reasonable duties felt appropriate by the Systems Integration Officer.

Consultation

- To analyse and assess impacts of requests for change that affect related systems.
- To provide both pro-active and re-active advice and consultation with customers and colleagues in relation to any application and software development matters.
- To liaise and negotiate with suppliers of systems and services.

Technical

- To keep up to date with Government Standards, e-Government initiatives, Best Practice Guidelines and applicable software solutions with regard to applications development and incorporate these into the Applications Development Strategy.
- To provide assistance for other team members on technical issues
- To act as the final level of support for all business systems and in house developed applications.
- A shared technical ownership of a number of key business systems service units such as (but not limited to) Social Care, Education Planning and HR\Payroll:
 - Applies patches and upgrades
 - Responds to technical queries and issues from user community
- Acts as Configuration Librarian for project development work:
- To ensure all work is versioned and kept within a source control mechanism
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

Budgetary

- Indirectly concerned with Application Delivery and Support Team's budget c£650k
- Responsible for delivery of software development work for both Capital and Revenue based projects.

Resource

- May supervise external contract resource associated with the support and maintenance of procured systems.
- Will be responsible for work output /allocation of small project teams for specific projects.
- Will be expected to provide technical mentoring.

Impact on team

- Will have a shared responsibility for a number of key business systems, for example: Idox Uniform, Capita One, Careworks CareDirector and Zellis ResourceLink
- The malfunction of these systems would have a major impact upon both internal and external Services reliant on them as core information delivery tools. Unavailability of these services would have a strategic impact on several Service Areas and their KPI's.
- Will be technical subject matter expert for selected core business systems.

Person Specification	Essential/ Desirable	Internal Use Only
Qualifications		
Educated to degree level in a Computing related discipline	E	1
Attended industry recognised training in the essential areas of competence detailed below.	E	2
Current Microsoft Certification (MCAD or MCSD)	D	1
Knowledge of ITIL best practices.	D	2
Educated to degree level in a Computing related discipline	E	3
Experience		
At least 3 years applications support and maintenance experience	E	1
At least 3 years' experience of the complete project management life cycle.	D	1
At least 3 years' experience of business analysis, technical design and documentation	D	2
Experience of working in a local Government IT department	D	3
Knowledge and understanding		
At least 3 years' experience in two or more of the following programming languages/tools: <ul style="list-style-type: none"> • VB Script • VB.Net or C#.Net • Python • Java Script • Power BI or equivalent • SSIS • SSRS 	E	1
At least 3 years' experience in programming with any of the following databases and tools: <ul style="list-style-type: none"> • Supported versions of MS SQL Server • Supported versions of Oracle • T-SQL Scripting • PL/SQL Scripting 	E	2
Experience of Local Government System including: <ul style="list-style-type: none"> • Idox Uniform • Capita EMS • Capita ONE • Zellis Resourcelink • Unit 4 Agresso • Northgate SX3 	D	1

At least 3 years' experience using the following operating Systems:	E	3
<ul style="list-style-type: none"> • Windows 10 • Supported versions of Windows Server 		
Skills and abilities		
Proficient in the use of Microsoft Office	E	1
Familiar with the use of Microsoft project	D	1
Familiar with IIS web server	D	2
Familiar with VMware	D	3
Familiar with the use of SharePoint	D	4
Work-related personal qualities		
Self-motivated decision maker, able to work on own initiative.	E	1
The ability to work as part of a multi-disciplined team/project team.	E	2
Excellent communication skills and the ability to convey technical issues effectively to all knowledge levels. Able to communicate effectively both formally and informally with all those with whom working interfaces arise, whether they be colleagues, users or customers.	E	3
To be dynamic and react to changing technologies where appropriate.	E	4
A professional and business-like approach to the position.	E	5
Demonstrable customer focus	E	6
Other work-related requirements		
Able to work outside normal hours as and when the business demands.	E	1
Attend work related seminars on behalf of the organisation	E	2
Enhanced DBS check with relevant barred list/s	No	n/a
Is this post politically restricted?	No	n/a
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	E	3