

JOB SUMMARY

Post Title	<i>Business Applications Development Officer</i>						
Job Family	<i>Business Support</i>	Pay Range	9	Line Manager to others?	No	Role profile ref	BS09
Service Area	<i>Corporate Services</i>						
Line Manager	<i>Corporate Applications Development Lead</i>						
Location	<i>County Hall, Newport, Isle of Wight, PO30 1UD</i>						

Job Purpose

To assist with the provision of specialist support and development for corporate applications and the ICT Application Support team, including development, upgrades, patching and configuration of core applications ensuring delivery in a timely, cost effective manner ensuring the service meets customer needs and expectations.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Assist in providing an effective pro-active management, maintenance and operation of the authority's corporate applications, systems, services & environments within the remit of the ICT Service in accordance with Council policies and procedures and ITIL best practice.
- Work pro-actively to maximise the availability, integrity and confidentiality of relevant data and applications, where required working closely with colleagues, customers, stakeholders and external Support Services.
- Respond to escalated or complex customer issues within the area of responsibility. Pro-actively investigate the nature of the issue, identifying the operational and system impact then assist in developing and implementing suitable technical and/or business solutions within service level agreements (SLA's). Where appropriate, issues are escalated to colleagues in other ICT teams or seamlessly raised to the relevant external support providers.
- Provide specialist advice and support to colleagues, customers and stakeholders. Advise on technical issues as required.
- To assist in delivering the effective provision of applications management processing within the application lifecycle for all applications supported by the team including Mosaic, SAP, IDOX Uniform, Civica Paris, MRI Education, NPS Revenues & Benefits, Civica W360, Ivanti Service Manager, Eptura Engage and SharePoint.
- To assist in delivering the effective provision and operation of application interfaces and integration between applications and systems across all IWC applications and systems including those external to the Authority as necessary.
- Challenge customers' practice where appropriate and support them to develop / improve services, processes and best practice in order to minimise risk, referring concerns to line manager.
- To assist in developing and maintaining comprehensive up-to-date details of all systems and services within the remit of the post. This will include fully documented standard operating procedures, emergency operating procedures, process scripts, user guides and other similar material. Maintain detailed documentation about incidents, problems, known errors and other related ICT based processes and procedures as required.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience acquired through a combination of training and on-the-job experience, demonstrating development through a series of progressively more demanding and relevant work roles.	Relevant experience of working in an ICT service area / profession, with evidence of specialist knowledge of all of or a combination of the below: <ul style="list-style-type: none"> Supporting, managing and configuring applications, systems, interfaces and integration Understanding of a variety of databases and datasets Designing and writing Crystal or SQL Reports 	E E	D

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	<ul style="list-style-type: none"> - <i>Liaising with system providers around change development, patches, upgrades and issue resolution.</i> - <i>Working with business area representatives to understand their requirements and assist in developing appropriate solutions</i> - <i>Assisting on small projects to implement system changes & developments or upgrading and patching applications</i> - <i>Analyse complex system & process issues, suggest practical solutions and help implement them</i> 	E E E	D
Authoritative knowledge of relevant processes, systems, policies and procedures.	<i>Assisting with the definition of potential projects and informing future strategic direction for the development of ICT systems and applications that specialisms are in.</i>		D
Good knowledge of other areas of the authority relevant to the service.	<i>The systems we manage are used across every area of the IWC, a good understanding of the departments within a Unitary Local authority and the impact to the services of actions and system issues is desirable.</i>		D
Excellent ICT skills - including use of Microsoft applications and specialist systems which support procedures and record keeping.	<i>Strong working experience of Office 365 Products, Microsoft Teams, Excel, Word etc.</i> <i>Understanding of databases and datasets</i> <i>Experience of report writing.</i> <i>Knowledge of relevant systems and applications used within IWC</i>	E E	D D
Excellent written and verbal communication skills and the ability to build relationships and influence others based on knowledge of the area. Proven ability to explain technical / specialist information in a way which a non-specialist can understand.	<i>Experience of supplier liaison including issue resolution.</i> <i>Experience of Stakeholder liaison including business area managers and users.</i> <i>Experience of end user training and knowledge transfer.</i> <i>Experience of working as part of a system development or administration team.</i>	E E	D D
Good planning and organisational skills, with proven ability to prioritise workloads, monitor and evaluate work, to ensure deadlines are achieved.	<i>Experience of planning, maintaining, developing and resolving issues across multiple systems within your workload. Ability to appropriately prioritise your own workloads between them.</i>	E	
Numerate and accurate with attention to detail.	<i>Experience of supplier liaison including quotes for work required and arranging for orders to be raised.</i>	E	

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	<p><i>Experience of maintaining comprehensive up-to-date and accurate details of all systems and services within the remit of the post including knowledge items relating to fixes for known issues.</i></p> <p><i>Able to ensure that high standards of data quality are maintained using a variety of tools.</i></p> <p><i>Experience of carrying out data analysis and cleansing to address anomalies found and amending data pro-actively with the agreement of or at the request of business managers.</i></p>	E	
Good problem solving and analytical skills.	<i>Able to demonstrate the ability to undertake logical analysis and investigation of customer issues and recommend potential solutions. Escalate complex issues as appropriate.</i>	E	
Experience or training sufficient to ensure financial processing / budget monitoring is completed accurately.	<p><i>Understanding of budgets in relation to project estimating and costing</i></p> <p><i>Demonstrable ability to work within budgetary constraints as agreed with your line manager and ensure the appropriate maintenance and use of Council assets and resources.</i></p>	E	D
Experience of contributing to projects as part of a team.	<p><i>Experience of working on projects in an ICT Application development environment. (ideally an understanding of PRINCE2, APM, LEAN or other project management methodologies)</i></p> <p><i>Understanding of the ITIL Framework</i></p>	E	D
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to level 4 standard or able to demonstrate equivalent experience.		E	
Relevant professional / vocational qualification, or working towards this.	<i>For example: ITIL Qualifications, Computer Science, Microsoft Certified Solutions Associate</i>		D
Other Requirements			
May require relevant certifications including evidence of fluency in English language.			