GLPC Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Senior Applications Technical Support Officer</th>
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<tbody>
<tr>
<td>Department</td>
<td>Resources</td>
</tr>
<tr>
<td>Section</td>
<td>Digital Services</td>
</tr>
<tr>
<td>Grade</td>
<td>PO3</td>
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<tr>
<td>Reports to</td>
<td>Applications Technical Support Team Leader</td>
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<tr>
<td>Staffing Responsibility</td>
<td>Contractors as appropriate</td>
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<tr>
<td>Organisation</td>
<td>Please attach organisation structure</td>
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Job Purpose:

The post holder will work as part of the IT Service in the delivery of IT to support the business of the council. This will include contributing to the identification, implementation and ongoing support of IT systems and their underlying infrastructure.

Principal Accountabilities and Responsibilities:

1. To maintain and support all existing computer applications
2. To develop existing computer systems as required
3. To manage the implementation of new computer systems in accordance with project plans
4. To manage upgrades to existing computer systems in accordance with project plans
5. Work proactively to make a positive contribution to the delivery of the service. This will include working flexibly and positively to achieve the objectives of the Council.
6. Provide support and mentoring to staff to achieve high performance and effective operational delivery.
7. Deliver a customer focused service.
8. Foster a consistent One Council culture by ensuring that Council's overall vision, values and ethos are central to the approach taken
9. To support effective working relationships including acting as an ambassador and advocate with external organisations.
10. Work flexibly and positively to achieve the objectives of the Council.
11. To take ownership of and resolve IT service requests and faults.
12. To promote collaboration and knowledge sharing with all colleagues.

13. The post holder will be expected to work outside of normal working hours (08.00 to 18.00). This may include on occasion working at weekends. To ensure their designated resources are available as required.

14. To manage, create and maintain documentation in the IT Service Knowledge Base to agreed standards.

15. To participate in virtual teams as required.

16. This postholder is responsible for providing a high availability service for the major Council applications they support.

17. This is critical as failure as failure of the Council’s Social Care system would mean that users would be unable to access sensitive data relating to vulnerable residents which could result in dire consequences.

18. Failure of the Council’s Oracle Financials system could cause Brent serious financial penalties for failing to meet statutory obligations.

19. Safeguarding is everyone’s responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

20. Carry out duties with due regard to the Council’s Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.

21. Undertake any other duties commensurate with the general level of responsibility of this post.

<table>
<thead>
<tr>
<th>DBS Status</th>
<th>None Required</th>
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<tbody>
<tr>
<td>Politically Restricted</td>
<td>No</td>
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### Person Specification

**Job Knowledge, Skills & Experience:**
Specify the qualifications, experience, skills and abilities required.

*All criteria are essential*

**Knowledge and Qualifications:**

- Evidence of ongoing professional development.

- Knowledge of the IT Infrastructure Library (ITIL) framework
  Must have a basic appreciation of all systems supported, a good working knowledge of several systems and an in depth knowledge of three or more systems (as currently defined in the following list):

  - Oracle Financials
  - Acolaid/Acollate/Acolnet
  - i-CaseWork
  - FrameWorki
  - Northgate Housing
  - Northgate R&B
  - Client Index
  - View 360
  - Business Objects
  - Lagan CRM
  - Lotus Notes Electronic Document Management
  - Electoral Registration System
Experience:

- Experience of supporting and troubleshooting computer applications in a complex IT environment
- Extensive experience in providing application support in a Windows or Unix environment. This must include the following:
  - Supporting applications
  - Managing implementation of applications (including upgrades)
  - Supplier Liaison (including managing their performance)
  - Documenting processes to agreed Standards
- Experience in the planning, installation and configuration of new releases of software; system testing, and co-ordinating work with external software or service suppliers, ensuring minimum disruption is caused to the operational service during the upgrade.
- Experience in monitoring the performance of applications, identifying problems and resolving them, producing statistics and other reports as required, and advising IT management of problems and potential improvements.
- Extensive experience in using various support and development tools (e.g SQLPlus, PL/SQL, Oracle Developer, Java, HTML, .Net)

Skills and Abilities:

- Able to diagnose and resolve practical problems.
- Able to prioritise a workload and focus on necessary tasks
- Able to adapt quickly to new developments in software and hardware
- Resourceful – able to fully utilise available tools to affect an efficient resolution to a problem.
- Able to communicate clearly and effectively with staff at all levels in the organisation both verbally and in writing.
- Able to manage and work on projects to tight deadlines and budgets
- Able to train technical and non-technical personnel
- Ability to effectively liaise with 3rd party organisation to resolve technical issues.
- Ability to work in a team that delivers a range of high availability services
- Ability to work with a diverse range of customers with widely varying requirements and priorities.
- Able to identify, produce, and follow technical and non-technical processes and procedures