Job Description

Service:	ICT Shared Service
Job title:	Senior Application Support Officer
Grade:	Grade F
Hours of work:	37
Responsible to:	Application Support Team Leader
Responsible for	
Direct reports:	Direct Reports: None
Indirect reports:	
Budget:	

Purpose of Post:

Ensure that the council's business application systems, are developed, maintained and supported in order to achieve the efficient and effective delivery of services and information.   Provide Application Support within the ICT Shared Service. Assist the Application Support Team Leader in the development and delivery of the ICT Application Support aspects of the ICT Service Plan.

To actively contribute to the Application Support team within the ICT Shared Service. Ensure that ICT Shared Services are developed in line with the vision of the three Councils (Cambridge City Council, Huntingdonshire District Council, South Cambridgeshire District Council).

Key deliverables:

Application Support

1. Ensure that the business application systems supported by the ICT Shared Service are maintained to the highest possible standard with maximum levels of attainable productivity and efficiency.
2. Project manage application configuration upgrades, and system enhancements.
3. Analyse and resolve complex application problems in conjunction with the users and application suppliers.
4. Manage ICT application projects and assist users to run their application projects, providing technical and project management input where required.
5. Improve application functionality and performance and provide suggestions for system and business improvements.
6. The post holder may be required to respond to out-of-hours application support requests (for which an additional allowance will be made).
7. Manage application suppliers
8. Develop procedures and documentation for application support
9. Develop and maintain interfaces, exports and imports, and ensure their smooth running where required.
10. System configuration, scripting and new user administration as required.

Business Support

11. Analyse data from systems and produce technical and business reports for consumption by departmental managers.
12. Proactively manage data quality in some systems
13. Directly provide user training and training materials and arrange third party training.
14. Analyse user processes and produce data and process flow diagrams as well as reports and recommendations for improvements. Work with departments to design and implement more effective business processes.
15. Manage interfaces, defined operational system processes and data extracts.
16. Write, run reports, interfaces and routines to support day-to-day business operations.

Other

17. Undertake any other duties of a similar level and responsibility as may be required from time to time.

Corporate Responsibility – assist the Application Support Manager and Application Support Team Leader in ensuring that all of the above should be undertaken whilst also ensuring that all activities within the service comply within all three Councils Constitutions, standing orders, policies, financial regulations, health and safety, equality and safeguarding responsibilities and to ensure that obligations are met under the Freedom of Information and Data Protection Act.

The service will be delivered from a central hub supporting a number of sites. Flexibility will be required in location dependent upon service needs and the requirement to provide cover at all sites.

Knowledge and Qualifications

- Degree or equivalent experience, plus appropriate professional qualification
- Evidence of continuous professional and personal learning and development
- Prince 2, Agile, or other project management or analytical approaches

Experience

- Extensive experience within a professional ICT environment planning, installing, maintaining, and supporting business applications
- Extensive experience in all aspects of providing ICT applications support to users in a customer focused environment
- Extensive experience of implementing and upgrading major business applications
- Extensive experience of analysing user needs and requirements, mapping process and documenting the results
- Experience of supporting business application systems and an understanding of their architecture
- Experience of managing projects and of project management methods and tools (e.g. Agile Methodology, Prince 2 and MS Project)

Skills and Abilities - Technical/Work-based Skills

- A sound understanding of technical IT issues to enable discussions with internal and external technical specialists
- A sound understanding of applications and data security

Decision Making and Impact on Others

- Makes and communicates clear decisions
- Makes effective decisions under time pressure
- Balances risks and benefits of various options and decisions
- Makes unpopular decisions where necessary

- Takes responsibility for the outcomes and impact of their decisions
- Incorporates a range of views when making their decisions
- Considers all relevant data when making decisions
- Considers diversity issues when making decisions

Communication with Internal and External Customers

CONTACTS (INTERNAL: 70 %, EXTERNAL: 30 %)

Key contacts: Chief Executives, Directors, Elected Members, staff, trade unions, consultants, contractors, other local authorities, partner organisations, government offices and departments, press, third sector representatives, national, regional and local organisations associated with technical innovation and the provision of ICT services.

Personal Attributes and Other Requirements

Commercial Awareness

- Includes financial factors in their analysis and decision-making
- Identifies opportunities to make the organisation more efficient
- Shows an awareness of best practice

Influencing

- Demonstrates confidence in their position
- Is credible and confident when communicating
- Is aware of own emotions and manages them for maximum influence during negotiations

Customer focus

- Delivers what they have agreed with the customer
- Takes action to exceed customer expectations
- Advocates customer satisfaction as a key value for themselves, the Shared Service and the council
- Deals effectively with dissatisfied customers

Innovation

- Challenges the status quo: suggests new approaches to old problems
- Promotes and demonstrates continual improvement
- Generates new ideas and creative solutions
- Applies existing methods in new ways or new situations
- Encourages a safe environment that will facilitate creativity in others and where people are willing to challenge
- Finds ways to turn their own or others' ideas into action
- Shares innovative practice with others

Planning and organising

- Creates contingency plans to enable them to deal with factors that might interfere significantly with their plan
- Identifies what is required before each task can be begun or completed

• Monitors progress against the plan and acts accordingly

Flexibility
• Is prepared to adapt their approach to overcome obstacles • Responds constructively to a change in agenda or priorities • Revisits their decisions when presented with new information • Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation • Re-prioritises appropriately when faced with a change in requirements

HDC values
  Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all. **Collaborative:** We achieve much more by working together, and this allows us to provide the best service for customers. **Accountable:** We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. **Respectful:** We respect people's differences and are considerate to their needs. **Enterprising**: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council/3C ICT is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.