

**IT**

**Applications Support Officer  
Job Description and Person Specification**

## Job Description

<b>Job Title:</b>	Applications Support Officer
<b>Department:</b>	IT & Digital Transformation
<b>Function:</b>	IT
<b>Team:</b>	Applications Support Team - Communities
<b>Post number:</b>	S00594
<b>Grade:</b>	LBR 8
<b>Hours/weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	36 hours
<b>Base location:</b>	Lynton House, Ilford
<b>Reports to:</b> <i>Job title</i>	Applications Support Team Leader
<b>Responsible for:</b> <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion
<b>Role purpose and role dimensions:</b> <i>Overview of the job</i>	<p>Part of the IT support structure focusing on applications support, enabling customers to make full use of the applications on which their service relies.</p> <p>Responsible for providing triage, support and advice on issues across a range of applications, serving different business areas, maximising system productivity and performance, and ensuring that customers can make full use of council IT systems, in accordance with best practice, governance and team policies.</p>
<b>Key external contacts:</b> <i>Organisations</i>	Application and IT Vendors, Other local authorities, other government and public Bodies.
<b>Key internal contacts:</b> <i>Job titles or groups of staff</i>	Business managers & directors, internal and external end users.
<b>Financial dimensions:</b> <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i>	None
<b>Key areas for decision making:</b>	<p>Uses discretion in identifying and resolving problems, assignments, process improvement and accountable for progress.</p> <p>Determines when problems should be escalated to a higher level.</p> <p>Plans own work to meet given expectations using specific standards.</p>
<b>Other considerations:</b> <i>E.g. working patterns</i>	<p>Monday-Friday, 36 hours per week Between 8.30 am – 5.30 pm</p> <p>Occasional out of hours working to avoid system downtime during the working day.</p>

<b>Key accountabilities and result areas:</b>	<b>Key elements:</b>
<b>Strategy and Planning</b>	<p><b>This will involve:</b></p> <ol style="list-style-type: none"> <li>1. Maintains knowledge of all relevant applications and supporting IT platforms.</li> <li>2. Maintains or develops thorough knowledge of relevant business processes and procedures, statutory and regulatory guidelines and the wider business context and priorities in which supported applications are used.</li> </ol>
<b>Operations and Support</b>	<p>SFIA Application Support: level 3  SFIA Information Security: level 3  SFIA Database Administration: level 3  SFIA Problem Management: level 3</p> <ol style="list-style-type: none"> <li>1. Provides support, advice and training to customers to ensure the most effective and efficient use of IT applications.</li> <li>2. Creates and maintains user accounts, system configurations, processes and security,</li> <li>3. Resolves operational incidents and manages escalation, ensuring that all issues are resolved to the customer's satisfaction and details of all incidents are recorded.</li> <li>4. Participate in the testing and implementation of new software releases, liaising with customers and vendors to resolve bugs and certifying the product's fitness for deployment.</li> <li>5. Develops and runs reports, extracting and creating information for customers.</li> <li>6. Documents application use and support procedures.</li> <li>7. Takes action to ensure data integrity and availability.</li> <li>8. Collaborates with supplier's technical staff and provides an expert interface between suppliers and users.</li> <li>9. Provides input into the identification and analysis of issues in application use, contributing towards resolutions that will reduce future support demand.</li> <li>10. Takes the initiative in identifying potential risks or benefits which may impact on the supported systems or on the ability of the business area to carry out its function, acts on these and reports them to interested stakeholders.</li> <li>11. Approaches problems in a methodical manner, assessing the information and applying knowledge to achieve a solution. Uses initiative and thinks creatively where alternative provision needs to be developed. Consults others as appropriate and learns from colleagues</li> </ol>
<b>Systems and Process Development and Improvement</b>	<p><b>This will involve:</b>  SFIA Business Analysis: level 3</p> <ol style="list-style-type: none"> <li>1. Works with managers and colleagues to identify improvements and innovations in application configuration and use. Contributes to business improvement projects.</li> <li>2. Helps create and maintain documentation of applications and systems knowledge, procedures and policies to ensure consistent services that are always up to date.</li> <li>3. Maintains up to date information on all service requests and actions taken to resolve them.</li> </ol>

<b>Communication Partnership</b>	<p><b>This will involve:</b> SFIA Supplier Management: level 2</p> <p>Builds trusting and professional working relationships with customers, colleagues, suppliers and other 3rd parties.</p>
<b>Performance and Standards</b>	<p><b>This will involve:</b></p> <p>Manage and prioritise own work plan, balancing planned work and deadlines against immediate needs of customers and incidents.</p>
<b>Key Performance Outcomes</b>	<p><b>This will involve:</b></p> <p>Continuous service availability. Customer satisfaction with speed and quality of problem resolution.</p>
<b>General accountabilities and responsibilities</b>	
<b>Green Statement</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
<b>Data Protection/Confidentiality</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
<b>Conduct and Whistleblowing</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
<b>Safer Working</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>

<b>Customer Care</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
<b>Flexibility</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</li> </ul>

### Person Specification

<b>Job Title:</b>			
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		<b>A - I - T</b>	<b>Weighting</b>
<b>Minimum education/ qualifications:</b>	Educated to at least GCE A level, SQA Highers or equivalent standard.	A.I	3

<b>Minimum experience/ knowledge/ skills:</b>	<p>Experience within a busy helpdesk environment supporting business applications.</p> <p>Experience of using or supporting relevant applications within a large organisation.</p> <p>Knowledge of the business context in which the systems are used.</p> <p>Understanding of data protection practice and GDPR.</p> <p>Proven problem-solving skills in service delivery environments using logic, knowledge and sound processes to analyse information and apply, deduce or develop solutions.</p> <p>Experience in delivering training for users of applications.</p> <p>Good knowledge of Windows, Microsoft Office and other business common applications used in the council.</p> <p>Experience of successful configuration and upgrades of applications, successfully working with customers and suppliers.</p> <p>Experience in use of databases and reporting tools (e.g. MS Query, MS SQL, Crystal Reports, PowerBI, Business Objects, DFQuery).</p> <p>Ability to interrogate databases to produce data and reports, both standard and ad-hoc, as required by the service.</p>	A,I	3
<b>Minimum competencies:</b> Customer focus	<p>Able to empathise with customers and understand their needs. Committed to ensuring excellent customer care through the efficient use of resources.</p>	A,I	3
<b>Communicating and influencing</b>	<p>Able to influence customer expectations and their effective use of systems. Gains co-operation of colleagues from other teams in delivery of services.</p> <p>Ability to communicate effectively, both verbally and in writing, with officers within other departments of the Council and external organisations and with the Council's contractors in relation to IT matters.</p>	A,I	2
<b>Building relationships, working together and in partnership</b>	<p>Very good team worker and able to establish rapport quickly with customers, colleagues and partners. Builds confident and effective working relationships at all levels.</p>	A,I	3
<b>Respecting &amp; implementing diversity</b>	<p>The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.</p>	A,I	3

<p><b>Planning, organising &amp; achieving results</b></p>	<p>Able to prioritise work considering all factors with minimal supervision. Balances competing activities against deadlines, manages workload and immediate customer needs.</p> <p>To take responsibility for personal development and actively participate in all learning and development.</p> <p>To participate in the on-going development, implementation and monitoring of service plans.</p> <p>To support and contribute to service efficiency and improvement.</p>	<p>A,I</p>	<p>2</p>
<p><b>Embracing change</b></p>	<p>Adaptable, receptive to new ideas, and able to adjust to new demands and circumstances.</p>	<p>A,I</p>	<p>2</p>