



JOB DESCRIPTION

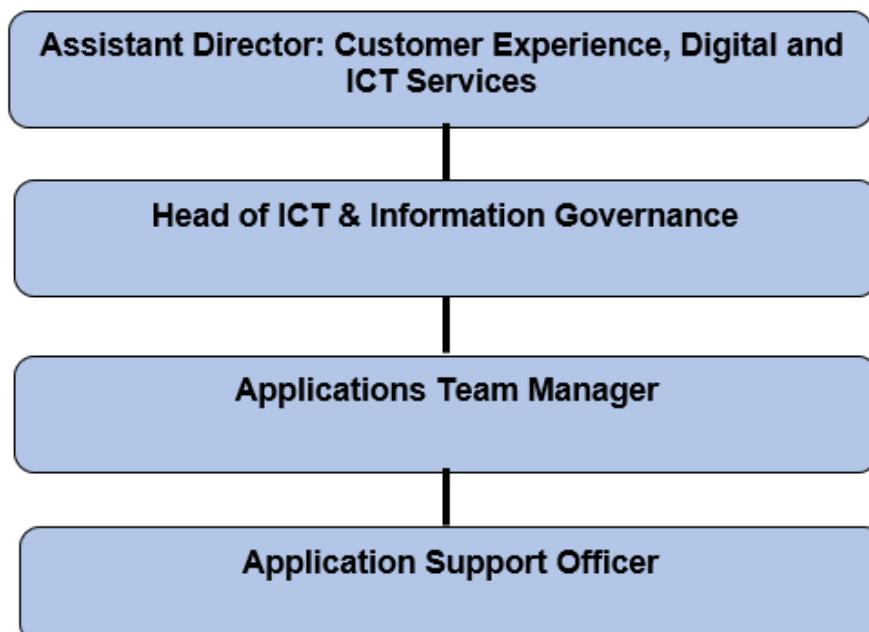
Job Title:	Application Support Officer		
Directorate:	Delivery	Salary:	£32/020 - £36,298
Section:	ICT Services	Grade:	BG-G, SCP25-30
Location:	Time Square	Work Style:	Flexible

Key Objectives of the role

This is a professional role within a wider support services team, providing technical and operational skills and knowledge to a spectrum of software applications across Council services including Social Care. Taking responsibility for a number of applications, ensuring that they are correctly installed, configured, maintained, supported and that plans are in place to align the roadmap for future upgrades and replacements with contractual arrangement and business need.

The post holder works closely with the relevant business services to support them in their use of applications to help to minimise the impact of Incidents and Problems and develop robust solutions to address this.

Designation of post and position within departmental structure



Daily and monthly responsibilities

The main duties and responsibilities of the post-holder are to:

- Work with other technical staff in ICT and Digital services as designated and as required for the delivery of the role.
- Provide a comprehensive technical knowledge to a range of applications (line of business and enabling technology). This will include, but is not limited to, the following:
 - Provision, development and solutioning
 - Installation and configuration
 - Input to development of standards
 - Service monitoring, asset management, pro-active prevention, and associated maintenance
 - Fault diagnosis and resolution
- Ensure that the application/service operates to professional standards of quality and performance in terms of stability, availability, and security, along with liaison with third-party suppliers and the provision of technical advice and guidance.
- Ensure that there is standardised and appropriate planning, testing and implementation of application/infrastructure releases, form design and configuration changes, in line with business priorities and supplier roadmaps.
- Understand and comply with all standard procedures and processes and contribute to review and updating of those procedures and processes as required or requested.
- Evaluate the effectiveness of existing processes and practices within own area of work in order to identify and implement opportunities for change and innovation and enable continuous improvement.
- Help to create new knowledge base articles to share information for re-use throughout the team and with a wider group of ICT and Digital service colleagues, providing procedural documentation and relevant reports.
- Monitor, maintain and enhance working knowledge of emerging technology and industry best practice, gaining knowledge and expertise through hands-on experience, self-study and other agreed learning environments.
- Maintain a good working relationship with services using the applications for which the post-holder has responsibility, as well as with application providers to troubleshoot and resolve support queries and complex problems.
- Identify potential areas for service improvement within applications for services and explore how these can be achieved.
- Deliver tasks within technical projects, advising and recommendations in the development and implementation of solutions.
- Inform and enable delivery of the Digital and ICT strategy, contributing to the overall strategy and vision of the organisation.
- Undertake such other duties, compatible with the nature of the post as may be assigned by the Assistant Director: Customer Experience, Digital and IT or delegates.

WORKING ENVIRONMENT

To ensure core support hours (08:00-17:30) are covered on a rota so that support is provided for all Council's users including staff and Councillors at main and remote sites which may require occasional evening and weekend work.

ADDITIONAL RESPONSIBILITIES

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Scope of role

The role is responsible for the maintenance and development of several applications across the Council including their upgrades and replacements, and their effective operation on a day-to-day basis.

The number of applications in use, their diversity, and the business-critical nature of the operation of many of them, makes this role extremely important to the operation of the Council. Failure in any service area quickly costs the Council considerable sums of money and puts citizens, and especially vulnerable adults and children, at risk.

No direct budget responsibility, but responsible for ensuring that application licensing is fully accounted for.

This role supports a customer base of 4000+ now including staff, supplier, Council members and schools.

The team is critical to supporting the delivery of the ICT and Digital Strategy.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

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PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<p>Skills and qualifications</p>	<p>Educated to A level or equivalent in a computer-related subject or equivalent knowledge and experience to demonstrate technical knowledge and ability.</p>	<p>Qualification in frameworks and processes, e.g. Prince2, Agile and ITIL v3.</p>
<p>Competence Summary (Knowledge, abilities, skills, experience)</p>	<p>Technical Skills: Strong computer literacy and understanding of technologies to a level deeper than simply the end-user experience. This will include but is not limited to use of Microsoft Word, PowerPoint, Visio, Excel and service desk tools to produce status and activity reports, KPI's etc.</p> <p>Good experience working with, and getting the best from, external software providers</p> <p>Time Management Skills: Good time management skills to enable completion of tasks within tight timescales</p> <p>Ability to organise and plan own workload ensuring prioritisation that supports the planned and emerging business needs.</p> <p>Stakeholder engagement: Strong communication, facilitation and influencing skills to engage with stakeholders to conduct joint working, developing and maintaining relationships to enhance effectiveness.</p> <p>Ability to develop good relationships and co-operation within the team and with other colleagues across the directorate and organisation.</p> <p>Ability to communicate complex technical ideas in a straightforward way. Adept at active listening, and providing coherent and easily understood answers</p>	<p>Good knowledge of quality standards, legislation, and best practice.</p>

Decision making:

Ability to effectively develop value-based options appraisals (including risk) and make sound recommendations based on these.

Responsible for planning and scheduling own workload within the wider operational framework and team requirements.

Creativity and innovation:

Open to new ways of working

Ability to think ahead and anticipate problems and issues, and design appropriate solutions.

Ability to gather and assimilate information, coupled with good problem-solving skills.

Good up to date knowledge of all key technical areas.

Safeguarding

Understanding of and commitment to the requirements of safeguarding children, young and vulnerable individuals

**Work-related
Personal
Requirements**

The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.

Experience in supporting supplier/technical meetings

Ability to consistently project an image of professionalism.

Tactful and diplomatic.

Able to work out of hours occasionally.

Be able to take part of a rota for start and finish times.

**Other Work
Requirements**

Adaptable, flexible approach towards work.

Positive attitude to organisational change.

Must be able to demonstrate the Council's values and behaviours

Role models and demonstrates the Council's values and behaviours



**Inclusive
Ambitious
Always learning**

Being Bracknell Forest

- Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.
- We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.