Walsall Council

JOB TITLE:	**Senior Applications Support & Development Specialist**		
GRADE: **JOB CODE:**	G9 RES44APPLG9	**SERVICE AREA:**	**ICT** **Applications Support & Development**
REPORTS TO:	Team Leader Applications Support & Development	**LOCATION:**	**As Reasonably Determined**
SPECIAL CONDITIONS:	1. Availability outside normal working hours as may be reasonably requested. 2. The job periodically involves contact with, or work for, people, which through their circumstances or behaviour occasionally place emotional demands on the jobholder, for example: internal customers, including councillors, experiencing issues with their applications; external customers; and third party suppliers.		

1. Main purpose of the job role:

We are currently at the beginning of an exciting time of change with our Proud programme identifying many opportunities for improvement.

This role is instrumental in the provision of application support and development within Walsall Council and will need to:

- To manage the technical implementation and support of the Council's ICT digital applications
- Support existing processes, databases and applications to ensure continued service delivery
- Support ICT initiatives for improvements to council services
- Support the transition to Microsoft Azure

2. Role specific duties and accountabilities:

Horizon Scanning
- Provide advice, system knowledge and technical expertise to all business areas, project teams, external suppliers and service providers (e.g. managed service providers and consultants).
- Keep abreast of latest digital technology developments and the ability to assess and propose new or changes to ICT strategies to encompass new technologies and ICT environments

- To develop a broad understanding of the Council's aims and objectives, together with an in-depth understanding of how these aims and objectives impact on the post holder's duties and responsibilities
- Provide advice and guidance to ICT Service Delivery Managers, Solutions Architects and customers with regard to technical specifications and business solutions deciding on what is purchased, from where, at what price and when.
- Contribute to and support ICT initiatives for improvement to ICT services
- Review change requests and assess their impact on the production environment and advise and foreseen issues.
- Monitor application performance and deal with identified issues.
- Monitor batch processes and deal with any issues.
- Monitor financial input streams and deal with any issues.

Leading People

- Provide support to users, ICT service desk and other ICT officers to resolve routine and complex application service calls including incidents; problems; and service requests.
- Escalate, as appropriate, all issues with service calls to the relevant third parties, nominated customer contacts, ICT officers, team leaders and managers ensuring that issues are dealt with in accordance with service level agreements.
- Deal with escalations from other Applications Support and Development officers or other ICT officers.
- Throughout the escalation process, maintain communication with the Team Leader Applications Support & Development, Service Desk and Service Delivery Managers to ensure that customer expectations are managed. In cases where a Severe Service Disruption (SSD) is identified: follow the agreed procedure; escalate immediately; and seek guidance on the appropriate communication channels.
- When designated, act as a point of contact for business critical support requirements from the service desk and take ownership for the resolution.
- Deal with enquiries and requests for information from authorised sources.

Managing Resources

- Supervise and co-ordinate the training and development of Application Support & Development Officers and other assigned staff.
- Allocate and monitor the work of a small group of applications officers and assigned staff.
- Regularly conduct and/or contribute to the APCs of assigned staff.
- Manage and lead others in the technical resolution of high profile incidents and Severe Service Disruptions such as loss of service of a key application; missing or erroneous financial interfaces.
- Manage small to medium projects to agreed quality, timescale and budget.
- Provide formal documented response to customer Service Change Requests in accordance with the ICT procedures
- Analyse and interpret complex customer requirements and produce High Level Design specifications to a high technical quality.
- Create detailed technical specifications from High Level Design specification.
- Build complex application solutions from detailed design specifications.
- Design and build databases to support applications

- Design and build/modify interfaces including validation and error correction procedures, processing rules, access, security and audit controls, recovery routines and contingency procedures
- Undertake thorough testing of all developments against the agreed testing approach before submitting developments for release
- Produce and deploy test scripts using agreed methods and standards
- Report on the outcomes of testing and identify potential improvements to the process and to the software products according to agreed designs and standards
- Document all development activity and communicate new support processes/ documentation of new functionality to the appropriate ICT teams
- Manage the process of handover of developments into support.
- Train main users of a system so that they can train others in their area.
- Contribute to post-implementation reviews for development activities to determine whether the anticipated benefits are being realised and take action as appropriate.
- Manage the implementation and release of changes to the production environment
- Manage projects and ensure that all developments are undertaken to the agreed specification

Managing Performance

- Supervise and co-ordinate the training and development of Application Support & Development Officers and other assigned staff. Allocate and monitor the work of a small group of applications officers and assigned staff.
- To help and manage the recruitment of junior members of the team
- Ensure that staff performance is maintained in line with Annual Performance Conversation guidelines
- Ensure staff are managed and supervised in order to deliver an effective ICT service.

Managing Self

- To develop a broad understanding of the council's aims and objectives, together with an in-depth understanding of how these aims and objectives affect the post holder's duties and responsibilities.
- Prepare reports and on occasion attend scrutiny panels, performance boards, project boards, Corporate Management Team meetings and cabinet meetings.
- To work co-operatively with colleagues within the values of the council, to achieve the aims, objectives, standards and targets of the post and the council.
- To independently and effectively deal with enquiries from all sources, including telephone callers and personal visitors. This includes responding to correspondence on general, technical and specialist matters within the post holder's competence.
- The post holder must, at all times, carry out their duties with due regard to the council's employment policies, with particular reference to Equal Opportunities and Health and Safety.
- To contribute to the council's and ICT's continued achievement of quality standards, including but not limited to ITIL and ISO, through individual and team performance improvements.
- To work positively and constructively with the line manager to identify strengths and agree action in relation to development needs, to set these out in a personal development plan, attend relevant training and to review this, at least annually, with the line manager.
- Keep abreast of latest technology developments with the ability to assess and propose new (or changes to existing) ICT strategies to encompass new technologies and ICT environments.
- Other duties appropriate to the grade of the post as directed by senior management.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.

- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

JOB TITLE Senior Applications Support & Development Specialist	GRADE G9	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	**WEIGHT CODE** shows relative importance Low=1 Medium=2 High=3
Behaviours: *refer to corporate behaviours document*		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Advanced and in-depth theoretical, practical and procedural knowledge in at least three of the following development technologies (must demonstrate substantial experience) • Power Platform; Dynamics 365; • .Net; C#; ASP.Net Model View Controller (MVC); • Microsoft Azure DevOps; • SQL; Transact SQL; SQL Server (2012+); mySQL; • Power BI; Drupal; HTML5 & CSS; JavaScript; • Azure Functions; Azure Service Bus; Azure Logic Apps; REST API	A/I	3
Able to design, tune and manage relational databases.	A/I	3
Able to analyse and interpret complex customer requirements, evaluate options & varied information and present a sound business case.	A/I	2
Strong systems and technical knowledge across multiple business areas	A/I	3

Able to work independently, without ready access to more senior officers, assertively and under pressure in delivering to very tight deadlines and managing conflicting demands.	I	3
Able to work with concentrated mental attention for lengthy periods on a range of activities (e.g. problem solving, requirements gathering, design, build and testing) covering the whole range of the software development lifecycle.	I	3
Able to work in a structured way with skills in time management, capacity and resource planning.	A/I	2
Able to work with dexterity and at speed with a high degree of precision when creating data fix scripts, configuring interfaces and associated software.	I	3
Proven ability to identify and resolve ICT problems and deliver projects to provide an effective ICT service	A/I	3
Able to manage projects to the agreed quality, timescales and budgets (up to £50k) following and adhering to the procurement guidelines.	A/I	2
Able to exchange orally and in writing: complex, contentious and sensitive information with a range of audiences, including non-specialists.	A/I	2
Extensive experience of the software development lifecycle and implementing relevant development and support frameworks.	A/I	3
Sound technical knowledge and expertise in the installation and maintenance of all aspects of software development.	A/I	3
Extensive practical experience of delivering software and applications support on a day-to-day basis.	A/I	3
Extensive practical experience of dealing with business and ICT representatives with regard to technical specifications and business requirements.	A/I	3
Able to demonstrate commitment to continuing personal and professional development.	I	1
Practical understanding and commitment to risk management, health and safety and equal opportunities	A/I	1
Able to manage and deal with unanticipated problems some of which may be causing severe service disruptions; demonstrating leadership qualities and a capability of taking the lead role in initiating and delivering to tight deadlines and timeframes.	A/I	2
Able to manage own and others workload & performance and consistently meet deadlines and performance targets.	I	2
Able to build and maintain effective professional working relationships at all levels across the organisation, including employees, managers, directors, elected members, other stakeholders, contractors and auditors whilst dealing with challenging, emotional or sensitive demands.	A/I	2
Able to demonstrate effective and extensive experience of managing, leading and motivating others	A/I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Knowledge of data protection, freedom of information and data security	I	2
Knowledge of emerging trends in technologies and development and support best practice.	I	2

Advanced and in-depth experience of working in ICT in both applications development and support roles (must demonstrate substantial experience)	A/I	3
Experience of the full program development lifecycle and AGILE methods	A/I	3
Advanced and in-depth experience of SQL Server database administration (must demonstrate substantial experience)	A/I	2
Experience in the implementation and administration of CRM systems	A/I	2
Good appreciation of wider local government and relevant national issues	I	1
Experience of and the ability to operate within a political environment	I	1
Evidence of continuous professional development	I	1
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Qualified by substantial experience within ICT support & development environments and / or an appropriate discipline at degree level	A	
Microsoft Certified Technology Specialist working towards Microsoft Certified Professional Developer	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Prepared by: Riz Alam	**Date: Feb 2022**	