



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

JOB TITLE:	Applications Support & Development Officer		
GRADE:	G7	SERVICE AREA:	ICT
JOB CODE:	RES2APPLG7		
REPORTS TO:	Applications Support and Development Team Leader	LOCATION:	As reasonably determined
SPECIAL CONDITIONS:	1. Availability outside normal working hours as may be reasonably requested.		

1. Main purpose of the job role:

To support all ICT applications within the Council and to assist in any development activities relating to the support of applications within the Council in order to meet the needs of the business

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:

MAIN ACTIVITIES

Production (Service maintenance)

1. Provide advice, system knowledge and technical expertise to all business areas, project teams and external suppliers and service providers (e.g. managed service providers, consultants).
2. Provide advice and guidance to ICT Business Partners, Solutions Architects, Team Leaders, Senior Applications Support & Development Specialist and customers with regard to technical specifications and business solutions
3. Contribute to and support ICT Initiatives for improvement to Digital and ICT services
4. Contribute to the review of change requests and assess their impact on the production environment and advise of any foreseen issues

5. Monitor application performance and deal with identified issues
6. Monitor batch processes and deal with any issues
7. Monitor financial input streams and deal with any issues
8. Carry out installation, integration, testing and maintenance of specialist ICT equipment following the quality, asset management and configuration management processes

Service Call Support

9. Within a Service Desk environment, 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.
10. 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 levels.
11. Deal with escalations other ICT officers.
12. Throughout the escalation process, maintain communication with the Senior Applications Support and Development Specialists and Applications Support and Development Team Leader to ensure that customer expectations are managed. In cases where a significant disruption or there is disruption to members of the public, escalate immediately through the defined route and seek guidance on what communication can be made.
13. When designated, act as a second after line manager as point of contact for any business-critical support requirements from the service desk and take ownership for resolution
14. Deal with enquiries and requests for information from authorised sources.
15. Take responsibility with third party providers on specific tasks

Service Change and Development

9. Provide a formal documented response to customer Service Change Requests in accordance with the ICT Service Change procedures
10. Analyse and interpret customer requirements and assist with the production of High-Level Design specifications to a high technical quality.
11. Assist in the creation of detailed technical specifications from High Level Design specification.
12. Build complex application solutions from detailed design specifications.
13. Enhance databases to support applications

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

OTHER ACTIVITIES

1. 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.
2. 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.
3. 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.
4. The post holder must always carry out his/her duties with due regard to the Council's employment policies, with particular reference to Equal Opportunities and Health and Safety.
5. 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.
6. 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.

7. Keep abreast of latest technology developments and the ability to assess and propose new or changes to ICT strategies to encompass new technologies and ICT environments.
8. Other duties appropriate to the grade of the post as directed by senior management as required

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 postholder 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 Application Support and Development Officer		GRADE G7
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=S interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours:		
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.	S/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.	Not Applicable	
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.	S/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.	S/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)		
1. Some experience of at least three of the following development stacks. <ul style="list-style-type: none"> Experience of Microsoft Power Platform (inc Dataverse), Dynamics 365 and Power BI Back-end technologies: C# Front end technologies: HTML, CSS, JavaScript, jQuery, Angular JS, Bootstrap Source control systems: Azure DevOps or Git Database technologies: SQL (Inc. T-SQL, SSIS, SSRS) - Other technologies: MS Access, MS Office 	S/I	3
2. Ability to work independently, without ready access to more senior officers, assertively and under pressure in delivering to very tight deadlines and managing conflicting demands	S/I	3
3. Ability to work with concentrated mental attention and a high degree of precision for lengthy periods on a range of activities e.g. problem solving, requirements gathering, design, build and test and the full range of software development lifecycle activities	S/I	3

4. Ability to analyse and interpret complex customer requirements, evaluate options and varied information and present a sound business case	S/I	2
5. Knowledge of data protection, freedom of information and data security	S/I	2
6. Knowledge of emerging trends in technologies and development and support best practice with the ability to demonstrate commitment to continuing personal and professional development	S/I	2
7. Ability to identify and resolve IT issues and deliver solutions to improve software provision with experience of the software development lifecycle and implementing relevant development and support frameworks.	S/I	3
8. Good practical experience of delivering software and applications support on a day-to-day basis	S/I	3
9. Understands and explains technical/specialist terms commonly in use in own area of work, conveying information of a complex, conceptual and specialist nature adapting communication and media to suit the audience.	S/I	3
10. Proactive, hardworking, flexible, self-motivated and enthusiastic approach to work	I	2
11. Practical understanding and commitment to risk management, health and safety and equal opportunities	I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
12. Preferably some experience of working in ICT in both applications' development and support roles	S/I	2
13. Substantial experience within an ICT support & development environment in a 1st, 2nd or 3rd line support role	S/I	3
Evidence of continuous professional development (where applicable)		
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.		
14. ITIL v3 Certification preferred but training will be provided if necessary	S/I	3
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	2
Prepared by:	Riz Alam	Date: February 2022