



<b>JOB TITLE:</b>	<b>Applications Support &amp; Development Officer (Digital)</b>		
<b>GRADE:</b>	G7	<b>SERVICE AREA:</b>	DaTS (Digital and Technology Services)
<b>JOB CODE:</b>	RT282APSUPG7		
<b>REPORTS TO:</b>	Digital Customer Platform Manager	<b>LOCATION:</b>	Civic Centre / homeworking
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• Availability outside normal working hours as may be reasonably requested.</li> <li>• This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.</li> <li>• Your designated place of work will be the Civic Centre. The council operates customer focused hybrid ways of working. This is subject to change and you may be required to work from other locations, short or long term.</li> </ul>		

### 1. Main purpose of the job role:

To support DaTS Digital 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.

### 2. Role specific duties and accountabilities:

This role is instrumental in the development and support of digital applications across the Council:

- To provide development for local, cloud based and enterprise systems.
- To continue the development of Walsall Council's Drupal Content Management System (CMS) and integration into digital deliverables including Microsoft Power Platform Applications.
- Support DaTS initiatives for improvements to council services.
- Working with stakeholders at all levels.
- Contribute to the review of change requests and assess their impact on the production environment and advise of any foreseen issues.
- Monitor application performance and deal with identified issues.
- Provide support to users, DaTS service desk and other DaTS officers to resolve routine and complex application service calls including Incidents, Problems and Service Requests.
- Deal with enquiries and requests for information from authorised sources.
- Carry out installation, integration, testing and maintenance of specialist ICT equipment following the quality, asset management and configuration management processes.
- Take responsibility with third party providers on specific tasks.
- Provide a formal documented response to customer Service Change Requests in accordance with the DaTS Service Change procedures.

- Analyse and interpret customer requirements and assist with the production of High-Level Design specifications to a high technical quality.
- 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 DaTS teams.
- Assist in 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 own work and ensure that all developments are undertaken to the agreed specification and timescales.

### **Other activities**

- 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.
- 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 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.
- To contribute to the Council's and DaTS 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 and the ability to assess and propose new or changes to DaTS strategies to encompass new technologies and ICT environments.
- 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 their areas of responsibility.

- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
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- 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: Applications Support & Development Officer (Digital)	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=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b>		
<b>Professionalism</b> - 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
<b>Leadership</b> - 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	
<b>Accountability</b> - 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
<b>Transparency</b> - 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
<b>Ethical</b> - 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
<b>Abilities/Skills:</b>		
Must be able to demonstrate some practical experience and knowledge using the following development technologies: <ul style="list-style-type: none"> <li>Content Management Systems, including Drupal</li> <li>programming languages including PHP, twig files, HTML5 &amp; CSS and preferably .Net; JavaScript, SQL, SharePoint and Power Platform</li> <li>Xamp and gitbash or any other similar software</li> </ul>	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	A/I	3
Able 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.	I	3
Able to analyse and interpret complex customer requirements, evaluate options and varied information and present a sound business case	A/I	3
Able 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.	A/I	2

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.	A/I	3
Proactive, hardworking, flexible, self-motivated and enthusiastic approach to work	I	3
Practical understanding and commitment to risk management, health and safety and equal opportunities.	I	2
Able to understand accessibility and write accessible code that complies with WCAG 2.2	A/I	2
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
<b>Knowledge/Experience:</b> 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 with the ability to demonstrate commitment to continuing personal and professional development	A/I	2
Good practical experience of delivering software and applications support on a day-to-day basis	A/I	2
Experience of SQL/SSMS/databases	A/I	3
Preferably some experience of working in ICT in both applications' development and support roles	A/I	2
Evidence of continuous professional development (where applicable)		
<b>Qualification:</b> 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.		
Certified in relevant disciplines (Azure, DevOps, Drupal) or equivalent experience	A/I	2
Qualified by experience within DaTS support & development environments and / or an appropriate discipline at degree level	A/I	1
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	2
Awareness of, and commitment to, digital accessibility	I	2
<b>Prepared by:</b>	Rachael Keating	<b>Date:</b> 17 <sup>th</sup> May 2024