

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Senior Applications Support Analyst

Digital, Technology and Innovation (DTI), Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



West
Northamptonshire
Council

Purpose and impact:

Senior contact point providing expert technical advice, guidance and support to users, actively troubleshooting complex issues as they arise related to business-critical applications.

Provide advice, guidance and support to Digital, Technology and Innovation (DTI) on the design and implementation of new software (applications) and upgrades to the same. To deliver through the successful implementation of defined corporate (cross council) projects, the council's corporate outcomes.

Supporting the Team Manager in developing the business application strategy within West Northants Council (WNC) and its customers and partners by establishing a holistic view of all software projects and the business' software requirements.

Accountable to:

The role is accountable to the Applications Support Manager, responsible for the direct line management of Applications Support Analyst. The role sits within DTI, part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

- 1 Implement and manage new and existing business applications that form part of WNC and partner organisations application portfolio in order to ensure that the portfolio is capable of supporting both the corporate and departmental business needs now and in the future.
- 2 Provide consultancy services (expert guidance and information) for all technical elements of projects that require work from DTI so that the business application needs of the council are clearly understood within the business teams and translated into technical solutions.
- 3 Develop, test and implement a risk analysis plan for the possibility of business system failure, including restoring applications. Prioritise business systems on the basis of WNC and partner organisation business needs. Implement suitable backup strategies. Optimise system availability in line with relevant SLAs. Be involved with policies for security, designs and backup strategies and ensure that Suppliers take these policies into consideration.
- 4 Train, monitor and direct Application Support Analysts and contractors in either their daily operational tasks or required for delivery of business solutions as part of a project to ensure seamless delivery of business solutions within established timelines or SLAs, budgetary constraints, and technical specifications.
- 5 Investigate, resolve and report on the causes of complex business application failures. This is achieved by using troubleshooting skills and expertise, liaising with internal and external experts as necessary so that lessons are learned and the problem prevented or can be resolved faster in future, leading to higher system/service availability at lower cost. By the nature of modern business applications and their integration with other technologies not previously associated with them, these issues can be complex to investigate.

- 6 Direct technical implementation of projects which may cover periods from several days up to several months. Ensure that the overall project plan, of which the implementation is a part, accords with technical standards for business applications within WNC and partner organisations. As part of the project team, write support documentation and work instructions so that day-to-day maintenance tasks can be carried out by colleagues and less experienced staff. Balance ongoing project work with day to day complex problem/incident resolution.
- 7 Proactively recommend, plan and manage the implementation of upgrades and changes to business applications. Communicate with colleagues, stakeholders and project managers and the user community to produce an overall plan. Negotiate timescales, test-plans and downtime in line with the operational requirements of the user community.
- 8 Create and implement policies, procedures and technologies that monitor and support the key applications to ensure that system availability and response times appropriate to the users' working requirements are achieved. Ensure that users have access to business applications as and when required in line with agreed SLAs.
- 9 To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
- 10 Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
- 11 Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to lead, motivate and develop a team of skilled IT professionals.	Desirable	A, I
Proficiency in Office 365 applications with an excellent understanding of Excel and the use of spreadsheets to manage and use data.	Essential	A, I
Ability to analyse complex issues and quickly identify possible solutions based on a sound analysis of the information available.	Essential	A, I, T
Ability to independently find solutions to problems, using theoretical know-how and experience, especially in situations requiring a significant degree of technical judgment.	Essential	A, I, T
Excellent interpersonal and communication skills, experience of client/user contact in a variety of situations and ability to communicate instructions clearly and patiently to users both face to face and over the telephone.	Essential	A, I
Ability to influence senior managers and stakeholders of the Council.	Essential	A, I
Ability to independently produce clear documentation for policies and procedures.	Essential	A, I
Able to work independently and take appropriate actions without direction or instruction from others and as part of a team. Able to prioritise workloads effectively and to work to challenging deadlines.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Excellent knowledge of Office 365 applications	Essential	A, I
Have a demonstrable knowledge of supporting high-end business applications, application servers and their environment.	Essential	A, I
Good understanding of IT infrastructures (networking technologies, platforms, operating systems, storage systems, communications systems).	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Extensive experience of working in an IT development and support environment	Essential	A, I
Experience of working with various operating systems such as Windows, Linux, and Unix, including their file systems, commands, and troubleshooting procedures.	Essential	A, I
Experience in managing application server environments such as Apache Tomcat or Microsoft IIS including installation, configuration and troubleshooting.	Essential	A, I
Experience of working with Oracle/SQL/Microsoft applications.	Essential	A, I
Experience of data analysis to problem solve complex process and systems problems.	Essential	A, I

Experience of working with minimal supervision and considerable autonomy/freedom to operate.	Essential	A, I
Experience of complex projects. Experience of delivering projects within a complex hardware, database and software structure.	Desirable	A, I
Experience of managing a team in a support and development role.	Desirable	A, I
Experience of maintaining Public Sector business applications e.g. CareFirst, Capita One: Education, Housing etc. Experience of maintaining a SharePoint farm.	Desirable	A, I
Experience of packaging applications via SCCM, Zenworks, intune, thinapp.	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree in a Computer Science or equivalent qualification, or proven relevant IT work experience with specialist business applications.	Essential	A, I, D
ITIL (IT Infrastructure Library) Foundation Certificate, or equivalent experience of ITIL.	Essential	A, I, D
Project Management (e.g. PRINCE2, Agile) Foundation Certificate, or equivalent experience of working within a project overseeing tasks and deliverables.	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 per week (Full Time)	Primary work base:	Remotely from home/One Angel Square
Job family band:	PS08	Worker type:	Flexible
Salary range:	£41,816 to £45,175	Budget responsibility:	None
People management responsibility:	Yes		

Working conditions & how we work:

The role This role has been identified as a flexible worker type; this means that you will be required to be in office as well as flexibility to work remotely from home. You will come into the office as required to meet the business need and for meetings but have a strong reliance on IT/virtual tools.

We are open to discussions about flexible working arrangements.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

