

Job Description and Person Specification

Job details

Job title: Senior Application Support Officer
Grade: NNCBAND07
Reports to: Applications Manager
Responsible for: Application Support Officer(s)
Directorate and Service area: IT

Purpose of the job

The Senior Applications Officer will lead the delivery, maintenance, and optimisation of the organisation's application systems, ensuring they meet operational needs and strategic objectives. This role provides advanced technical expertise, oversees complex integrations, and drives improvements to enhance system performance and user experience. Acting as a key liaison between ICT, service areas, and suppliers, the postholder will manage data integrity, compliance with security standards, and support the development of best practice across the organisation. In addition, the role will contribute to ICT projects, mentor team members, and ensure alignment with corporate strategies and policies

Principal responsibilities

(Please make these concise and ideally no more than 8)

1. **Application Development & Support** – Research, implement, maintain, and support critical business applications (e.g. Social Care) in line with organisational needs and legislative changes.
2. **Technical Expertise** – Provide specialist knowledge for system administration, upgrades, patches, database management, reporting, and integration between business-critical systems.
3. **Process Improvement & Audits** – Conduct audits, analyse usage, and identify opportunities to enhance efficiency, reduce duplication, and improve customer experience.
4. **Stakeholder Engagement** – Liaise with service users, managers, and suppliers to promote best practice, negotiate changes, and ensure systems meet business requirements.
5. **Supplier & Contract Management** – Maintain proactive relationships with suppliers to ensure compliance with SLAs and keep contract information up to date.
6. **Support & Training** – Deliver 3rd line support via the ICT Service Desk, assist with escalations, and ensure training materials are current and effective.
7. **Compliance & Standards** – Ensure adherence to ICT strategies, data security, and industry standards, promoting best practice across all applications.
8. **Project & Representation** – Contribute to ICT projects, represent the council externally when required, and undertake any reasonable tasks aligned with the role.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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.

Special features of the post

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If this role requires the postholder to be fully vaccinated against Covid-19, include the following clause (Delete if not required).

This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.

If there are any other special features of the job that need to be in the job description, please indicate them here.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<ul style="list-style-type: none"> • Information Technology / Computer Science related degree or equivalent qualification or proven, significant, relevant work experience. • Evidence of a commitment to continuous learning and development. • Keeping up to date with software trends and developments. 	<p>Hold a current driving licence and have business use insurance on own vehicle to enable travel to alternative sites</p>
Experience and Knowledge	<ul style="list-style-type: none"> • Understanding of data and information management. • Knowledge of the major computer components, relational databases, computer operating system functionality and concepts. • Awareness of GDPR protection principles and of their application. • Experienced use of Office 365, including a grasp of Excel. • Knowledge and experience of business technology to improve service delivery. 	<ul style="list-style-type: none"> • Knowledge and experience of Adult Social Care case management systems. • An understanding of the Adult Social Care Service. • Experience of system implementation. • Knowledge of system interactivity, integration (APIs). • Experience of delivering training and / or of producing user guidance documentation • Experience of customer service. • Experience of user acceptance testing. • Experience of customer and partner web portals and understanding web technologies e.g. HTML, CSS • An understanding of computer programming language e.g. , SQL. <p>An understanding of project management concepts and ITIL.</p>

Attributes	Essential criteria	Desirable criteria
Ability and Skills	<ul style="list-style-type: none"> • Understanding of data and information management. • Detailed knowledge of the major computer components, relational databases, computer operating system functionality and concepts. • Experience of supporting business application systems used in local government. • Experience of user acceptance testing. • Knowledge of GDPR (General Data Protection Regulation) protection principles and of their application. • Experience of producing both technical and user guidance documentation • Effectively use Office 365, with an excellent grasp of Excel. • Technical knowledge of Microsoft SQL scripting and reporting. • An understanding of FTP and SFTP protocols. • Knowledge of operating systems e.g. Linux, Windows 	<ul style="list-style-type: none"> • Knowledge and experience of Adult Social Care case management systems. • An understanding of the Adult Social Care Service. • Knowledge of system interactivity, integration (APIs). • Experience of system implementation and data migration. • Experience of identifying and delivering training to users. • Previously provided a service to internal customers. • A working knowledge of project management concepts and ITIL. • Experience of working within Hyper V environment. • Experience of customer and partner web portals and understanding web technologies e.g. HTML, CSS • An understanding of computer programming language e.g. Java, Python, Windows batch language, SQL.
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	

Attributes	Essential criteria	Desirable criteria
Additional Factors	<ul style="list-style-type: none"> • Professional attitude and demeanour, having a positive, proactive, methodical, organised, and helpful approach to work. • Flexible approach and able to work outside normal working hours as required. • Take responsibility for the work, seeing tasks through to completion. • Enthusiastic and positive about making changes and improvements that benefit the customer and the Council. • Willingness to build professional relationships with staff, partners, and the suppliers. 	