L&Q Group

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| **Role title** | Application Specialist | **Date** | 08/07/19 |
| **Reports to Title** | Head of Engineering Services | **Version** | FINAL |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **X** | **Standard** |  | **Enhanced** |  | **Enhanced +** |  |
| **Responsibility for End Results** |
| Ensure all business applications and their respective functionality is available to the business by:* Helping to define and subsequently adhering to SLAs and metrics
* Monitoring and maintaining health
* Responding to and ensuring resolution of production issues
* Providing subject matter and domain expertise
* Supporting development and maintenance activities
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| **Key Responsibilities / Deliverables:** |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%.  | ***Time******(%)*** |
| 1. Leadership and management including customer service/ values
* Share specialist knowledge of applications and technologies
* Apply specialist knowledge to create lasting effective solutions
* Proactively demonstrate required behaviours in line with expectations of the role
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| 1. Strategy/ achieving objectives
* Contribute towards team objectives and key performance indicators through full lifecycle support of a high quality in line with organisational priorities, departmental standards, best practice procedures and architectural standards.
* Additional Duties as required by management, this may include travel between L&Q sites
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| 1. Working with others – internal
* Work collaboratively with other product teams, business development and support teams within IT, to ensure iterations/projects are delivered in a timely manner
* Act as conduit of information from third parties into L&Q to inform the L&Q Application roadmaps
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| 1. Working with others – external
* Liaise with third party vendors where appropriate to enhance the application landscape of L&Q, with an aim to providing best value
* Work with third parties to understand application roadmaps & understand the implications for L&Q
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| 1. Budgetary responsibility
* Adopt responsibility for the creation of value, and cost efficiency in all aspects of day-to-day work
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| 1. Compliance
* Ensure own compliance in respect of governance and adherence to relevant statutory and regulatory provisions
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| 1. Records and systems
* Maintain the necessary relevant IT records and systems
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| 1. Risks
* Manage risks associated with areas under the jobholder’s control
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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. |
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| **People Responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. |
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| **Technical Knowledge/Skills**  |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications |
| * Extensive TSQL scripting and TSQL performance analysis skills
 | * Demonstrable experience in a technical support role
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| * Strong SSIS and SSRS skills
 | * Demonstrable experience working in an Out Of Hours/On Call support environment
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| * Ability to read, interpret, understand, and debug C#.NET
 | * Demonstrable experience of working in a highly collaborative, agile environment
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| * Highly effective systems analysis and problem solving with the ability to define workarounds to issues
 | * Demonstrable experience working effectively within a cross functional team
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| * Solid understanding of ITSM processes and tools
 | * Demonstrable experience working in a medium-large IT organisation
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| * Solid understanding of ITIL
 | * Demonstrable experience of configuring and analysing performance and functionality issues in on-prem and cloud-based COTS applications partnering with vendors
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| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| **People** |
| * We care about the happiness and wellbeing of our customers and employees
 |
| **Passion** |
| * We approach everything with energy, drive, determination and enthusiasm
 |
| **Inclusion** |
| * We draw strength from our differences and work collaboratively
 |
| **Responsibility** |
| * We own problems and deliver effective, lasting solutions
 |
| **Impact** |
| * We measure what we do by the difference we make
 |
| **Other**  |
| * Commit to supporting L&Q’s environmental policy and social mission
* I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks
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