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 | | | | | | | | | | | |
| **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 | | | | | | | | | | |  |
| 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 | | | | | | | | | | |  |
| 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 | | | | | | | | | | |  |
| 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 | | | | | | | | | | |  |
| 1. Budgetary responsibility  * Adopt responsibility for the creation of value, and cost efficiency in all aspects of day-to-day work | | | | | | | | | | |  |
| 1. Compliance  * Ensure own compliance in respect of governance and adherence to relevant statutory and regulatory provisions | | | | | | | | | | |  |
| 1. Records and systems  * Maintain the necessary relevant IT records and systems | | | | | | | | | | |  |
| 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. | | |
|  | | |
| **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 |
| * Strong SSIS and SSRS skills | * Demonstrable experience working in an Out Of Hours/On Call support environment |
| * Ability to read, interpret, understand, and debug C#.NET | * Demonstrable experience of working in a highly collaborative, agile environment |
| * Highly effective systems analysis and problem solving with the ability to define workarounds to issues | * Demonstrable experience working effectively within a cross functional team |
| * Solid understanding of ITSM processes and tools | * Demonstrable experience working in a medium-large IT organisation |
| * 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 |
| **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 | |