

**ROYAL BOROUGH OF KINGSTON UPON THAMES**

**Shared ICT Service**

**ROLE PROFILE**

<b>Service Area</b> ICT	<b>Job Title</b> Application Lead	<b>Grade</b> I - J
<b>Version</b> 2.0 (9 July 2015)	<b>Post Number</b>	

**RELATIONSHIPS**

<b>1</b>	<b>Responsible To</b> <ul style="list-style-type: none"><li>Application Support Manager</li></ul>
<b>2</b>	<b>Management Responsibility For</b> <ul style="list-style-type: none"><li>Line management responsibility for up to 6 Application Analysts in a matrix-managed environment</li></ul>
<b>3</b>	<b>Important Internal Relationships</b> <ul style="list-style-type: none"><li>All staff within ICT</li><li>Service users</li></ul>
<b>4</b>	<b>Important External Relationships</b> <ul style="list-style-type: none"><li>External suppliers of ICT services and products</li><li>All relevant partner organisations for whom or with whom the Council provides an ICT service including other Local authorities, LGA, Local Health Authority</li><li>Counterparts in other Local Authorities</li></ul>

**MAIN PURPOSE OF JOB**

The provision of application support, management and development services, either directly to users of the systems or to service delivery functions.

Prepared by: .....Agreed by: .....

Signature Date: ..... Signature Date: .....

# Application Lead

## MAIN RESPONSIBILITIES/DUTIES OF JOB

### Main duties of the job for appointment at Grade I:

#### Application administration (SFIA level 4)

- Reviews releases, upgrades and fixes available from software suppliers and identifies those which merit action. Maintains awareness of existing and emerging software and hardware solutions and develops upgrade plans.
- Tailors software to ensure that the functionality of the application is fully exploited. Coordinates application upgrades and prepares software implementation procedures with fall back contingency plans. Tests new versions of software.
- Analyses test requirements, designs and builds simple test case suites, test scripts, and test procedures, with expected results.
- Interprets and executes sets of moderately complex test scripts using agreed methods and standards, recording and reporting outcomes.
- Assists users or acts on their behalf to extract and manipulate data from applications and databases on an ad hoc basis.

#### Application support (SFIA level 4)

- Within own area of competence, provides correct responses to requests for changes or support by means of for example: making modifications to system parameters, developing workarounds or site-specific enhancements, reconfiguring systems, changing operating procedures, training users or operations staff, producing additional documentation, or escalating requests to software development staff or software suppliers.
- Ensures all work is carried out and documented in accordance with required standards, methods and procedures.
- Provides advice and guidance to less experienced colleagues where required.
- Liaises with software development staff or software suppliers on the development of system enhancements to overcome known problems or further fulfil user requirements.
- Investigates, diagnoses and resolves application and database problems in accordance with service level agreements, communicating progress and escalating issues as necessary.

#### Business analysis (SFIA level 4)

- Works with colleagues and users to investigate and document business functions, processes, information flows and data structures, using various methodical and consistent techniques.
- Works with colleagues and users to investigate operational issues, problems and new opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes / procedures, organisation and equipment. Assists in the analysis of the

underlying issues arising from investigations into requirements and problems, and identifies available options for consideration.

- Works with colleagues and users in specifying information flows, processes/procedures, and data objects that will meet the business requirements.

#### **Information analysis (SFIA level 4)**

- Works with colleagues and users in specifying information flows, processes / procedures, and data objects that will meet the business requirements.
- Investigates available information sources to establish what information is available. Assesses the integrity of data from identified sources.
- Applies a variety of analytical and presentational techniques, in consultation with experts if appropriate, and with sensitivity to the limitations of the techniques.
- Extracts, or otherwise acquires the necessary information, in line with intellectual property rights and any copyright constraints.

#### **Main duties of the job for appointment at or progression to Grade J:**

##### **Application administration (SFIA level 5)**

- Carries out full impact analysis of new software releases and recommends upgrade plans.
- Designs and develops user code to enhance or customise applications to satisfy business objectives and tailors applications to ensure maximum efficiency. Prepares software implementation procedures with fall back contingency plans. Ensures that new versions of applications are properly installed and thoroughly tested.
- Investigates potential and actual service problems and recommends solutions. Develops and uses formal procedures to plan and test proposed solutions.
- Develops and uses procedures for collection of critical information in the event of an application failure. Analyses documentation, storage dumps and logs relating to application failures to identify the failing component. Isolates failures and recommends actions to circumvent problems and enable the restoration of services with the minimum of business impact. Liaises with suppliers to obtain corrective code, installing and testing the code to ensure a permanent resolution.
- Ensures that operational documentation for relevant software products is fit for purpose and current. Provides advice and guidance to systems development and service delivery staff on the correct and effective use of applications.
- Monitors system efficiency against published service level agreements. Monitors both resource usage and failure rates of installed systems and provides detailed feedback to management.
- Gathers performance statistics from the IT platforms to enable recommendations for the tuning of applications. Tailors application parameters to maximise throughput and efficiency.
- Advises management of significant developments with regard to existing and emerging applications.
- Audits service delivery functions to ensure understanding and adherence to documented procedures.

**Application support (SFIA level 5)**

- Schedules the work of applications support staff, taking account of individuals' abilities and the requirements of the work. Ensures all work is carried out and documented in accordance with required standards, methods and procedures and that any applicable configuration management procedures are adhered to.
- Puts in place and maintains procedures and tools for the correct recording and progressing of requests for support. Ensures that appropriate application support tools are available and staff are trained to use them, and that adequate documentation for the applications supported is available and kept up to date.
- Ensures that requests for support are properly logged, assigned and responded to in a timely manner and according to agreed standards and procedures. Ensures users and other interested parties are kept informed of progress and that corrective action is taken to avoid or minimise delays.
- Monitors and manages performance of the applications support activity. Takes full responsibility for its effectiveness. Takes action to remedy deficiencies.
- Provides advice and guidance to less experienced colleagues as required.
- Initiates action, by systems development staff or software suppliers, on the development of system enhancements to overcome known problems or further fulfil user requirements.
- Accepts new releases of applications software from systems development staff or software suppliers.

**Business analysis (SFIA level 5)**

- Takes responsibility for investigative work to determine business opportunities, and specify effective business processes. Specifies their implementation through improvements in information systems, data management, practices, organisation and equipment.
- Co-operates with senior colleagues and IT staff as required, conducting investigations at a high level for strategy studies, requirements specifications and feasibility studies. Maintains technical awareness at a level where alternatives can be analysed, modelled and classified according to technical feasibility and non-functional characteristics. Ensures that views of all parties are considered, verified and validated within the stakeholder community. Ensures appropriate prioritisation is applied to meet business objectives.
- Utilises business experience and skills to assess and advise on the practicability of alternatives, marrying up technical limitations with operational realities.
- Takes responsibility as needed for the detailed specification and modelling of recommended solutions using resources, standards, methods and tools as required. Maintains links with appropriate counterparts within both software development and service delivery functions and plays a full part in bringing systems to implementation as detailed by organisation policies and methods.
- Applies available standards, methods and tools in an intelligent and effective way, and produces a consistently high standard of documentation of both a technical and a descriptive nature.
- Assists colleagues in defining acceptance tests for automated systems, and takes responsibility for their proper execution.

**Information analysis (SFIA level 5)**

- Investigates available information sources, to establish what information is available. Independently validates external information from these sources.
- Selects and applies appropriate analytical techniques, which might include statistical analysis and data mining.
- In liaison with the colleagues in information governance and information security, contributes to the development and maintenance of corporate data standards.
- Contributes to the development and implementation of the data management policy within the organisation.

**General**

- Trains colleagues and/or users of all levels of ability in relevant knowledge, techniques and skills using appropriate methods, equipment and materials.
- Works within the Council's ITIL Framework.
- Contributes ideas to support the development of team service plan.
- To develop, update and act on own personal development plan, and actively share learning with others.
- Plans and prioritises own work to meet deadlines.
- Works with manager to agree performance objectives.
- Continuous development of industry knowledge.
- To work in accordance with RBK's Equal Opportunities, Health & Safety, relevant policies and legislation.
- Any other duties commensurate with the grade of the post, as may be required from time to time.
- The post may involve working outside of business office hours.



<b>Knowledge and skills</b>	<p><b>Proficient in Application Systems</b></p> <ul style="list-style-type: none"> <li>The application of automated systems to the support of specific business functions or processes. Examples: social care, housing management, libraries, customer services, finance, etc.</li> </ul>	<b>E</b>
	<p><b>Proficient in Business Analysis Techniques</b></p> <ul style="list-style-type: none"> <li>Techniques which help in modelling and understanding a business and its operation. Examples: functional business models, statistical process control, relational data modelling, use case.</li> </ul>	<b>E</b>
	<p><b>Proficient in Operational/Service Architecture</b></p> <ul style="list-style-type: none"> <li>Knowledge of the IT infrastructure (hardware, databases, operating systems, local area networks etc).</li> </ul>	<b>D</b>
	<p><b>Proficient in Information Retrieval Tools</b></p> <ul style="list-style-type: none"> <li>The application of automated (software) tools which enable selective access to information held within some form of database or "data warehouse". Example: Exporting data to a spreadsheet via ODBC, writing SQL statements, using Microsoft SQL Server Reporting Services or Business Objects, etc.</li> </ul>	<b>D</b>
	<p><b>Familiar with Application Management Tools</b></p> <ul style="list-style-type: none"> <li>Familiar with Web Server Management, Microsoft SQL Server Management, Microsoft IIS Configuration, etc.</li> </ul>	<b>E</b>
	<p><b>Familiar with Test Management Techniques</b></p> <ul style="list-style-type: none"> <li>Principles, methods, techniques and tools for the effective management of the testing process and the execution of tests throughout the lifecycle of development projects.</li> </ul>	<b>D</b>
	<p><b>Familiar with Configuration Management</b></p> <ul style="list-style-type: none"> <li>The discipline which gives precise control over IT assets by allowing IT management to maintain information about the "configuration items", including hardware devices, computer programs, documentation, telecommunications services and computer centre facilities, required to deliver an IT service.</li> </ul>	<b>D</b>
	<p><b>Familiar with Business Process Improvement Techniques</b></p> <ul style="list-style-type: none"> <li>Techniques for streamlining business processes which have been modelled and understood.</li> </ul>	<b>E</b>

