

Job Specification

Sector	Public
Job Title	Applications Support Technician
Permanent/Contract	Permanent
Location (On/Off Client Site/Offshore)	Coventry but some customer site visits will be required
Length of Contract	N/A
Job Description Summary (experience, education, skills, environment)	<p>You must be a competent applications support engineer with sound technical knowledge, which will enhance the provision of our support services, specifically in the Public sector.</p> <p>Your technical understanding and experience of the development and support lifecycle will enable you to perform the following functions:</p> <ul style="list-style-type: none">• Perform second and third line support for a set of Business Applications and Infrastructure Solutions including both products and bespoke applications;• Help customers solve technical issues with the Business Applications and Infrastructure Solutions within strict SLAs;• Answer questions from customers about the features and capabilities of the Business Applications and Infrastructure Solutions;• Develop internal and customer facing documentation on an as-needed basis;• Communicate customer needs to our development teams;• Perform a set of predefined administration tasks for the customers within the Business Applications and Infrastructure Solutions;• Perform daily, weekly and monthly checks to ensure the Business Applications and Infrastructure Solutions continue to operate;• Perform a variety of maintenance tasks to ensure the Business Applications and Infrastructure Solutions continue to operate;• Undertake occasional small development tasks (approximately 1-5 day tasks) with the minimum of supervision, including requirements gathering, design, development and testing providing test support and driving release of changes through to deployment;• Provide estimates for specific items of work;• Provide detailed support to others carrying out support or consultancy work;

- Understand and apply a formal quality approach;
- Attend regular meetings and conference calls both internally and with customers;
- Deployment of all application artefacts in various technologies.

Hands-on experience in at least two of the following would be essential:

- SQL Server 2008;
- Oracle 10g2;
- Oracle SQL
- Unix
- Java 1.4 or later;
- C# .NET 3.5 or later
- ASP.NET MVC2;
- Web – DHTML/XML/JavaScript/CSS;
- Web Services;
- Virtualised Environments;
- Administration of Windows and Unix-based servers

A highly motivated self-starter, you will manage your own time and, where appropriate, mentor less experienced team members. You will bring excellent verbal and written communication skills and will be comfortable in a support role.

Skills
(Essentials/Desirables)

Essentials

Desirables

Technical skills

Demonstrates appropriate technical competence (see above).

Excellent documentation skills.

Problem solving skills.

Experience of working within a Quality environment.

Technical skills

Experience of development lifecycle activities - requirements gathering, designing, testing (TDD).

Experience in use of Visual Studio 2010 and Eclipse.

Systems support of specific applications:

- Livelink;
- IBM Rational Products;
- VPN\Remote Access Solutions;
- Web Applications;
- SQL Server Cluster Environments;
- SQL Server Reporting Services;
- Sharepoint;
- IBM Web products;
 - Tivoli Access Manager;
 - WebSphere;
 - WebSEAL.

Non technical skills

Excellent communication skills – with the ability to develop effective working relationships with both internal and external customers.

Excellent planning and organisational skills (can plan and meet own timescales).

Non technical skills

Experience of working within an IT support team.

Proven influencing skills/assertive skills.

Experience
(Industry/Hardware/Software)

Candidates should have a level of technical support experience commensurate with the role. This will typically be gained experience in a similar type role.

Qualifications

Educated to HND level or above, in a computing or related discipline.

Miscellaneous

A full, clean driving licence may be useful.

Candidates must be willing to travel and work away from home when required.

Candidates must be willing to work on a 24*7 support call-out rota.