

Job Specification

Sector	Public
Job Title	Senior Applications Support Technician
Permanent/Contract	Permanent
Location (On/Off Client Site/Offshore)	Coventry but some customer site visits will be required
Job Description Summary (experience, education, skills, environment)	You must be a competent applications support engineer with significant technical knowledge, which will enhance the provision of our support services, specifically in the Public sector.

In addition to a thorough technical grounding you should have previous experience of working in a supervisory capacity and leading a team of up to six people.

You should have experience of managing deadlines with regard to the following areas:

- SLA achievement;
- Timescales;
- Priorities;
- Resources.

You will also have experience of attending customer facing meetings which will include Service Review meetings.

Your technical understanding and experience of the development and support lifecycle will enable you to perform the following functions:

- Co-ordinate second and third line resources for a set of Business Applications and Infrastructure Solutions including both products and bespoke applications;
- Co-ordinate the provision of help to customers to solve technical issues with the Business Applications and Infrastructure Solutions within strict SLAs;
- Co-ordinate the responses to questions from customers about the features and capabilities of the Business Applications and Infrastructure Solutions;
- Review internal and customer-facing documentation on an as-needed basis;
- Assist in the communication of customer needs to our development teams;
- Co-ordinate the activity which performs a set of predefined administration tasks for the customers within the Business Applications and Infrastructure

Solutions;

- Co-ordinate the activity which performs daily, weekly and monthly checks to ensure the Business Applications and Infrastructure Solutions continue to operate;
- Co-ordinate the activity which performs 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.

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

- SQL Server 2008;
- Oracle 10g2
- Oracle SQL
- Unix
- Java 1.4 or later
- C#, .NET 3.5 or later ;
- ASP.NETMVC2
- 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, that of other support team members You will bring excellent verbal and written communication skills and will be comfortable in a client facing situation.

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.
 Systems support of specific applications:

- Livelink;
- IBM Rational Products;
- VPN\Remote Access Solutions;
- Web Applications;
- SQL Server Cluster Environments;
- Sharepoint;
- 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 from a similar role in a different environment.

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.