ROLE PROFILE

Job Title:	Role Reports to:	Business Function:	Grade:
ICT Senior Applications Support Specialist	ICT Technical Delivery Team Leader	Information, Comms & Tech	E

Job Purpose:

Support the YHG applications portfolio and design new or enhance existing business applications and/or services to improve efficiency and productivity of operational processes and services aligned to business outcomes.

Part of the Out of Hours On-Call support team

Key Competencies:

- Flexibility and Resilience
- Meeting Customer Needs
- Interpersonal Understanding
- Results Focus
- Building Relationships
- Future Focus
- Innovation
- Impact and Influence
- Problem Solving and Decision Making
- Personal Learning and Growth

YHG Values: **Passion   Pride   Creativity   Accountability**

Key Responsibilities:

1. Analyse, document and update solutions for all business areas including the preparation or reviewing of business benefits and functional specifications.
2. Provide support, guidance and mentoring to Application Specialists, Dev/Ops, Infrastructure Product Owners, business change agents and 1st /2nd Line Support personnel within the ICT department to achieve service level objectives
3. Responsible and accountable for all changes affecting the ICT Application stack and that changes take place in a controlled and auditable manner, following standards and procedures while ensuring timescales are met.
4. The authority across the YHG application portfolio; Subject matter expert on all business system/application related solutions; Keeping up to date with technical and industry sector developments.
5. Monitor and manage all application related patching schedules.
6. Provide 3rd line support in the research and resolution of 1st/2nd line issues that cannot be resolved by the appropriate support teams to deliver an un-interrupted service to the business.
7. Analyse the businesses existing systems, identifying options for potential solutions and assessing them for both technical and business suitability.
8. Drawing up specific proposals for modified or replacement systems / applications.
9. Working closely with Project Managers, Business Analysts, DevOps, Product Owners, Change Agents and developers including a variety of end users to ensure technical compatibility and user satisfaction.
10. Assist with identifying and estimating the cost of projects that are submitted through the strategic planning process
11. Collecting, understanding and transmitting technical requirements for the project leads and translating these into functional specifications, documentation of business processes and all necessary detailed test plans and user manuals were appropriate.
12. Provide innovative ideas and continuous improvements for the business
13. Responsible and accountable for all changes affecting the ICT Application stack and that such changes take place in a controlled and auditable manner, following standards and procedures while ensuring timescales are met.
14. Part of the Out of Hours On-Call support team.
15. **Undertake additional duties appropriate to the role and/or grade.**

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	Essential	Desirable
Knowledge	• Background in software delivery either as a BA/software engineer/ solutions architect. • An understanding of the wider digital landscape. • Knowledge of Dynamics CRM 2016 or 365. • Knowledge using SharePoint (Online or On Prem). • Knowledge of SQL. • Understanding of database concepts and design.	• Functional knowledge of the Housing Sector • Knowledge of working in an Agile / Dev Ops culture • Functional knowledge of Housing sector applications • Exposure to web APIs • Progress database • Housing Management Systems • Finance Systems • HR & Payroll Systems • ServiceNow configuration and design
Skills	• Strong organisational and communication skills. • Ability to lead and deliver change and contribute to culture change successfully. • Translate business needs to technical / functional requirements and vice versa. • Good verbal and written communication skills, with ability to communicate effectively at all levels. • Ability to manage time and prioritise time-critical work appropriately. • Positive attitude towards learning and development demonstrated by a record of continuing professional development. • Excellent customer service skills.	

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	Essential	Desirable
Experience	• Experience in providing application support in a multi discipline organisation. • Experience of collaboratively working within a multi-disciplined technical team.	• Working in an organisation whilst going through transformational change
Qualifications/Education	• IT Degree or equivalent experience	• ITIL / PRINCE2 / AGILE and or other application related certification

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	• ICT (internal and external) • Collaborative working relationship with Business Heads, Product Owners, Stakeholders and Change agents • Establishing, manage and maintain relationship with partners, contractors and vendors

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.   As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Help support the Groups key applications achieve an uptime greater than 98% (excluding planned downtime).
2. Provide Value for Money for new applications and enhancements to deliver organisational effectiveness and growth.
3. SME for all key YHG applications.

Date Role Profile Created/Updated:	November 2019

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