

Campaign number	TMP090
Closing date	19 March 2017

Job Description and Person Specification

This job description lists the general tasks, functions and responsibilities of the role below, including the specifications and skills required.

Job title*	Band
Senior Applications Analyst	B1
Number of posts	Directorate
4	Live Services
Contract type	Duration if fixed term
Fixed term	12 months with possibility of extension or permanency (Until 31 March 2018)
Management responsibility	
None	
Reports to	
Head of Information Systems	

Standard duties

To be added by recruiting manager

Purpose of role:

This role is to provide backfill for support and project work to other Senior Application Analysts across a suite of applications during the Azure migration and re-platform programme. Depending on any previous migration experience and aptitude of candidates, successful candidates may have the opportunity to work on the Azure programme from March 2017.

Key Accountabilities:

- 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.
- Monitors and manages performance of applications support activity. Takes full responsibility for their effectiveness. Takes action to remedy deficiencies.
- Initiates action, by systems development staff or software suppliers, on the development of system enhancements to overcome known problems or further fulfil user requirements.
- Working with IT specialists, uses business experience and skills to assess and advise on: the

usability and accessibility of different design and system options; the supportability and future maintenance of applications and services; appropriate business continuity and disaster recovery measures.

- Advises on tools and methods to be used for the detailed specification and modelling of non-functional requirements. Maintains links with appropriate counterparts within both software development and service delivery functions and assists in bringing systems to implementation as detailed by organisation policies and methods.
- Plans, designs and conducts tests of changes; corrects errors and re-tests to achieve an error-free result; assisting customers in defining acceptance tests for the non-functional aspects of systems, and takes responsibility for their proper execution.
- Accepts new releases of applications software from systems development staff or software suppliers and ensures that all releases and changes follow the agreed release/change process.
- Takes part in reviews of own and colleagues' work to improve standards and enhance knowledge transfer; provides advice and guidance to less experienced colleagues.
- Coordinates and works with other Senior Application Support Officers within the team on developing and maintaining the (plan of work) for all members of the application support team; taking into account an individual's abilities and the requirements of the work.

The duties above are not intended to be an exhaustive list. The job description may be reviewed periodically in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

Key internal relationships

Please list the key internal contacts with whom this post will need to work with e.g. Members, departments and specific posts.

- Head of Information Systems
- Business partners
- Portfolio, programme and project managers
- Architects
- Parliamentary Digital Service Managers and Team Leaders
- Staff of both Houses at all levels

Key external relationships

Please list the key external contacts with whom this post will need to work with e.g. the public, government departments, suppliers.

- 3rd party Suppliers
- Government Departments

Person Specification

Standard skills and knowledge required

- Proven ability to form effective working relationships with key customers, stakeholders and colleagues within a complex management structure
- Excellent oral communication and interpersonal skills with proven ability to explain technical issues to non-technical people
- Demonstrates good planning and organisational skills to prioritise to meet deadline and cope with fluctuations in workload
- Effective team working skills to ensure constructive use of everyone's skills and experience within the team
- A systematic and analytical approach to problem solving with the ability to communicate technical information to both technical and non-technical audiences
- Demonstrates an ability to develop, implement and improve processes

Specific skills and knowledge required

To be added by the recruiting manager.

- Strong hands-on hardware and software ability and in-depth experience in a technical support role. Ability to troubleshoot complex technical problems and provide guidance to others
- Demonstrates a concern and aptitude for considering the user's perspective in IT development with a comprehensive understanding of the business aspects of the application(s) supported and a thorough knowledge of the technical aspects of application support.
- Functional understanding of virtualisation, PaaS, benefits of such technology as well as its constraints and limitations.
- Broad experience of systems development and maintenance; including an understanding of project management and of advising users and management on technical issues and how they impact upon the specific business needs of the organisation.

Additional information regarding the post

Location

The post is located 7 Millbank on the Parliamentary Estate.

Hours

Full-time

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

Bands A – E Positions

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour.

For further information

Internal candidates should refer to the General Recruitment Information on the Employment intranet pages (select Careers & Development).

Those candidates who are shortlisted will be given details of any tests / assessments which will take place as part of the selection process.