**Manchester City Council
Role Profile**

**Application Support Analyst, Grade 7
ICT Service, Corporate Core Directorate
Reports to: Service Support Team Lead
Job Family: Technical**

**Key Role Descriptors:**

The role holder will undertake a lead role in a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with internal guidelines, policies and procedures and statutory requirements.

The role holder will lead the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council's corporate aims and objectives

The role holder will provide specialist technical consultancy across the assigned service area to develop, design and implement customer-focused solutions for the assigned service area.  They will act as a key member of the team and will ensure high standards of customer service and service delivery.

**Key Role Accountabilities:**

Provide an effective technical consultancy function for the assigned service area, ensuring that high quality technical solutions are delivered in line with customer or legislative requirements.  Dependent on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Lead on the delivery of work packages (using project management methodology where appropriate) so that objectives are achieved, ensuring consistency in approach and compliance with appropriate internal and legislative guidelines.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives.  This will include the communication of complex technical matters.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required, in line with safe working practices and health and safety regulations.

Represent the City Council as an expert witness at enquiries, tribunals and hearings or similar proceedings where appropriate.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The role holder will be expected to effectively co-ordinate resources to support the principals of 'joined up' communication and to ensure efficiencies are achieved.

Dependent on the service area, the role holder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:**

**Information, Communication & Technology (ICT)**
Information, Communication and Technology (ICT) supports Manchester City Council services by providing the technology infrastructure and services. These range from public facing websites to network operations and cloud services. ICT functions include:

- Heads of IT (HoIT) that lead and direct the ICT for the directorates, ensuring the ICT Strategy is aligned to the delivery of the City's strategic priorities and enables its services to effectively deliver. The HoIT's are responsible and accountable for all ICT related business within the directorate for which they are responsible.
- Enterprise Architecture that leads the shaping and alignment of technology with business objectives and service improvement plans.
- Teams of programme and project managers to support the delivery of the change area that delivers against the transformation plan.
- The Service Operation services include the fulfilling of user requests, resolving service failures, fixing problems, as well as carrying out routine operational tasks. The function also ensures that any new technology brought into service is fully tested and transitioned.
- The ICT PMO provides the governance to allow the selection, prioritisation and control of ICTs projects and programmes in line with its strategic objectives and capacity to deliver. It also manages the ICT finances, contracts and licenses.

The ICT Service is responsible and supports all technical equipment located across the Manchester City Council network including remote workers, the numbers below should provide the context to the scale of the estate the service manages:

- 330 locations inc 27 libraries, schools
- 7500 staff and 96 exec members
- 7500 Thin Clients/Desktops/Laptops
- 900 printers
- 4000 Mobile phones
- 1000 Tablet devices supporting field workers
- Public Wi-Fi to 90 sites and corporate Wi-Fi at Town Hall Complex

**Service Operations / Service Management (ICT)**
The Service Management Team ensures that ICT and the Business adhere to and are supported by the standard and key ITIL functions that comprise of
- Change Management
- Incident Management (Including MIM)
- Problem Management
- Release Management
- Configuration and Asset Management
- Service Desk
- Desk Top Support
- Applications Support (e.g. SAP plus 300 other applications)

Furthermore, the team provides and supports the Service Desk and the transition and readiness of project / ITT delivered services into production via the lifecycle and the early support process of these services.

The role holder will have the following skills and experience:

- A good understanding of Prince2 (or equivalent project management methodology) and how projects should be transitioned into production and the rules and standards that govern this transition.
- Recent experience of assisting in Service report writing (applications) and other required reports (business case); supported by transparent and factual data analysis; with the aim of demonstrating trending and or Continuous Improvement.
- Recent experience of being part of one or many of the core ITIL functions, covering Service Desk, Change, Problem, Incident or Release Management, Applications Support and experience of problem solving.
- Significant experience of IT Service Operations, and how an IT installation works across 7 *24.
- Significant knowledge of the relevant legislative framework and professional standards both within the ICT industry and in particular to a local authority.
- Significant experience of how a Service Desk (Help Desk) operates within an IT installation and managing and configuring LANDesk software for applications.
- Good experience of being part of application support team(s) to provide application, desktop or 2nd line support services for at least one of: SAP, Academy; NEC DM, Liquid Logic (EYES, LCS, EHM, LAS & ContrOCC), CivicaPay, SPYDUS.
- To work flexibly including out of hours and bank holidays as required to meet customer demand, service requirements and potential incidents up-to a Major Incident.

## Key Behaviours, Skills and Technical Requirements

**Our Manchester Behaviours**

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

**Generic Skills**

- **Communication Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
- **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Project Management:** Ability to identify, assess and manage risks to the success of the project.
- **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
- **ICT Skills:** Skills to configure appropriate areas of technical support in a large organisation. Skills to ensure the availability, integrity and search-ability of information through the application of formal data structures and protection measures.

**Technical requirements (Role Specific)**

- Qualified to ITIL, with a good practical understanding of how the core ITIL functions (CM / IM / PM / RM and Configuration Management) interface and interact to collectively support IT and the Business.