

JOB DESCRIPTION	
Job title: Senior Application Lead	Accountable to: Head of Business Services
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £38,010 - £49,370	Grade: 5
Service: IT Services	Location: LCC- Elephant & Castle
<p>What is/Who are IT Services?</p> <p>University IT Services provides the IT network, infrastructure and support for UAL. This includes computers and mobile devices, and applications to support the work of staff and students. In addition the department manages a large portfolio of business change projects.</p>	
<p>What is the purpose of the role?</p> <p>To provide specialist IT support to the Business application support team, developing a professional application support service that meets business requirements and agreed service levels. Liaising internally and externally to define and manage business service change initiatives, specifying business requirements to a level that enables effective delivery and contributes to the overall improvement of our service delivery. Provide technical assurance and supports the development of technical skills in all Application Support Analysts.</p>	
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • Work with the Head of Business Services to develop and maintain a professional support service. • Mentor, motivate and develop team members; proactively providing advice, support, guidance and recommendations to operational problems and team members. • Monitor and analyse the Business Services ticket queue to ensure the delivery of a high quality service. • Agree service level targets for designated services in consultation with the Head of Business Services and business service customers. • Work with the Head of Business Services to ensure that service targets are met and that all requests are dealt with according to a set of standards and procedures. • Diagnose service delivery problems for designated services and initiate actions to understand and resolve root causes and maintain or improve levels of service. • Maintain operational procedures for the support of business services and ensure that they are reviewed regularly for effectiveness and efficiency. • Lead on application enhancements of business services to continuously improve business performance, ensuring that services are delivering against business objectives; that resources are aligned to deliver against agreed timescales; and that procedures are clearly defined and documentation is maintained. • Input into the requirements gathering process for services and solutions in support of business objectives, engaging with IT colleagues and senior stakeholders where required. • Work with projects to understand the technical requirements of new services; identifying and building the technical capability within the team to ensure that services are transitioned into support with minimal issues. • Lead the analysis, planning and design of business service release packages, identifying and assessing risks; and providing recommendations for mitigating these risks • Liaise with business and IT partners on release scheduling and communication of progress, ensuring that release processes and procedures are applied. • Conduct post business service release reviews, ensuring that delivery meets business objectives 	

and processes and procedures are corrected as required.

- Work with the Head of Business Services to ensure service compliance of designated service assets are in line with business and regulatory requirements.
- Maintain the catalogue of available business services.
- Ensure that all changes follow the agreed change management processes.
- Ensure that documentation for services supported within the team is maintained and kept up to date.
- Covering all other service management duties within Business Service as required.

General

- Assume other reasonable duties consistent with your role, as determined your line manager, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

- Systems Owners
- Third party Suppliers
- Technical Services Managers
- Web Services Manager
- Service Desk Manager
- Solutions Architects
- Security Manager
- Programme and Project Managers
- Business Analysts

Specific Management Responsibilities

Budgets: None

Staff: Mentoring role

Other (e.g. accommodation; equipment): None

Last updated: 22nd August 2018

PERSON SPECIFICATION

<p>Specialist Knowledge/Qualifications</p>	<p>Proven experience of delivering application support within an ITIL framework</p> <p>Knowledge and experience, including any relevant qualifications,:</p> <ul style="list-style-type: none"> • as system administrator for Windows and Linux operating systems; including working with IIS, Apache, Tomcat technologies • of working with applications across a variety of architecture (3-tier, client-server) • working with relational databases, including MS SQL and Oracle • creating scripts using Powershell (or similar)
<p>Relevant Experience</p>	<p>Demonstrable experience of delivering continuous improvements to services ensuring that they deliver to and meet customer needs and/or business objectives.</p> <p>Demonstrable experience in the knowledge and skills in the areas listed below:</p> <ul style="list-style-type: none"> • ITIL best practice guidance, in particular, Incident, Problem and Change Management. • Helpdesk call logging/Service Management software • Practical experience of working with projects on the development and delivery of new and changed services; ensuring the provision of working support models • Practical experience of producing technical and procedural documentation <p>Proven experience of resolving complex problems and communicating technical information to technical and non-technical audiences</p> <p>Demonstrable experience of mentoring colleagues; providing support and guidance on technical best practice and ensuring that tasks are completed on time</p> <p>Experience of delivering services to agreed service levels; providing suggestions for and delivering improvements and efficiencies to systems and services</p> <p>Experience of working within a complex organisation; building and maintaining strong working relationships across and outside the organisation</p> <p>Good understanding of current and emerging</p>

	technologies and standards in the industry
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Planning and Managing Resources	Plans, prioritises and manages resources effectively to achieve long term objectives
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Customer experience	Builds and maintains positive relationships with customers
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

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