Application Support Team Leader

JE Code: JE1614



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | ICT |
| **Reports To:** | Principal Application Support Engineer |
| **Job Family:** | Professional and Technical |
| **Grade:** | H |
| **Political Restricted:** | N |
| **Date:** | February 2023 |

**Key Deliverables**

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| **1.** | Manage a team of Application Support Engineers to support and maintain the council’s application portfolio which underpins the activities of all ICT users in the council. Confident in dealing with support calls that are more complex, urgent or involve longer pieces of work, as well as managing a number of in-depth projects. |
| **2.** | Own, manage and resolve support calls to fix incidents and deliver service requests within agreed service levels. |
| **3.** | Scope, plan and deliver medium-sized projects relating to applications to meet customer expectations and maintain/develop the application portfolio. |
| **4.** | Create and improve application documentation to increase understanding of the applications and to share knowledge within the team. |
| **5.** | Identify and implement solutions for reducing support demand from customers into the IT department. |
| **6.** | Contribute to work managed by other IT teams to ensure that future support needs are identified, captured and transferred into the Application Support Team. |
| **7.** | Manage relationships with customers and suppliers to improve communication and understanding of business needs/technical requirements. |
| **8.** | Maintain knowledge of industry trends and developments in relation to core applications so as to provide advice and guidance on how best to develop their use within Milton Keynes City Council. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Extensive demonstrable experience in supporting IT applications (including pro-active monitoring and improvements to reduce the amount of support needed) working within agreed service levels. |
| **2.** | Demonstrable experience in scoping, planning, managing and delivering medium-sized IT projects, such as complex (multiple business areas and/or integrations) application upgrades. |
| **3.** | Demonstrable experience of managing a team, including mentoring and coaching skills to develop individuals. |
| **4.** | Proven ability to follow processes and comply with the operating instructions of the organisation. |
| **5.** | Proven ability to communicate clearly both verbally and in writing and develop effective working relationships with end users, suppliers and colleagues. |
| **6.** | Proven ability to prioritise own workload to meet deadlines. |
| **7.** | Proven ability to maintain accuracy, deliver work correctly the first time and take ownership of problems. |



Job Family

Professional/Technical

Grade H

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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

### Role characteristics

At this level roles will have many day-to-day professional, technical and management issues to deal with but must also take a longer-term view of the service sector they support, assessing its changing needs and demands and making significant contributions to resource planning. This will see job holders dealing with serious issues without recourse to managers and making autonomous decisions based upon their specialist knowledge and dedicated experience.

### The knowledge and skills required

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on-the-job training and focussed experience such that the level of expertise confers a similar level of authority.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs at this level will use a range of equipment requiring precision in their use and handling.

### Thinking, planning and communication

Job holders will use their professional expertise to deal with complex, pressing issues on a day-to-day basis, but will also look well ahead and take a more strategic view of their project and service delivery objectives, shaping their teams’ composition, approach and operating procedures in accordance with wider service goals mandated by Service management.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the freedom to interpret policy and broad operating guidelines in order to shape their teams’ detailed approach to meeting their corporate objectives and targets. They will deal with escalated, multi-faceted problems independently and will tend to only consult their manager on fundamental policy or resource issues.

### Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people, whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have at least one other elevated level of responsibility for such elements as finance, information assets, equipment or premises.

Internal roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

Jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. Posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of Council services, finance or other major asset(s).

### Impacts and demands

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently complex, demanding of lengthy periods of concentrated mental attention while also managing high levels of work-related pressure.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.