Role Title	Engineer – Application Operations	5			
Job Family	Digital, Data and Technology	Sub Category	IT Operations	Grade	
Behaviours	Making Effective Decisions	Working Together		Delivering at Pace	
Purpose	Maintain software performance levels	Maintain software performance levels and the security of applications to meet user requirements.			



Key Accountabilities

- Contribute to the planning and implementation of maintenance and installation of software and operating systems;
- Carry out routine maintenance and administration tasks to ensure applications are available within service level agreements and are working to design;
- Identify operational problems and contribute to their resolution; provide reports and proposals for improvement, to specialists, users and managers;
- Investigate faults in systems, processes and services, and advise on the implementation of appropriate solutions and preventative measures, escalating as necessary;
- Take ownership of escalated incidents or service requests and carry out technical investigation, diagnosis and resolution or recovery of issues, escalating as necessary;
- Document asset information across the life-cycle, including identification, classification and specification of all items, and associated storage, access and version information;
- · Contribute to the delivery of On-call services;
- Coach associates and share knowledge with team colleagues;
- Maintain own professional development and expertise in the latest technologies and best practice to support and grow the business

Authority and Scope

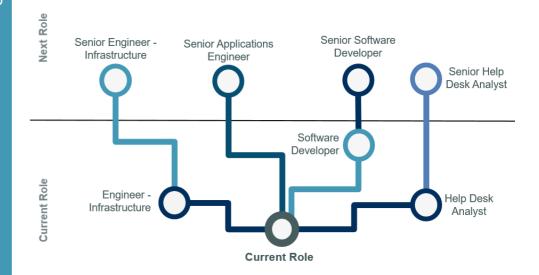
- · Prioritise tasks based on business needs and dependencies;
- Apply agreed methodologies, standards and processes to make and validate decisions;
- Prepare high and low-level technical and operational process documentation

Internal and External Communications

- Engage with users or stakeholders to gather evidence relating to incidents or problems and keep them informed of progress;
- Share information with colleagues in own and other IT teams to resolve problems and incidents and to install new products;
- Day to day contact with suppliers to coordinate tasks

Potential Next Career Moves

TPB4



Skills

- Programming and build;
- Systems operations;
- Asset and configuration management;
- Incident, Change and release Mgt
- Analyse, interrogate and evaluate data;
- Draft/author professional/technical documents;
- Interpret professional/technical documents;
- DDaT Role: Engineer Application Operations

Qualifications, Knowledge and Experience

Essential

- Agile & ITIL Foundation level / relevant experience;
- Microsoft role-based certification Associate and relevant product certifications:
- Strong technical understanding of hardware, software and systems being supported;
- Significant experience in relevant roles, including technologies in an enterprise environment, and of working within a secure environment, e.g. MOD;
- Experience in a high-pressured, fast-paced team

Desirable

- Experience of working within ITIL environments;
- Microsoft role-based certification Expert;
- Experience of working with relevant technologies and/or systems;
- Experience of relevant tools, such as ServiceNow;
- Working knowledge of relevant components, devices, processes and protocols;
- Strong numerical and analytical skills



Additional Requirements

Skills

- Basic scripting , SQL, Oracle SQL
- Knowledge of Database architecture;
- Intermediate knowledge of relational Databases, SQL, MySQL, MariaDB

Certifications

- Microsoft Certified Database Administrator (MCDBA)
- Developing SQL Databases