Role Title	Engineer – Application Operations				
Job Family	Digital, Data and Technology	Sub Category	IT Operations	Grade	TPB4
Behaviours	• Making Effective Decisions	• Working Together		• Delivering at Pace	
Purpose	Maintain software performance levels and the security of applications to meet user requirements.				

FCDO Services

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
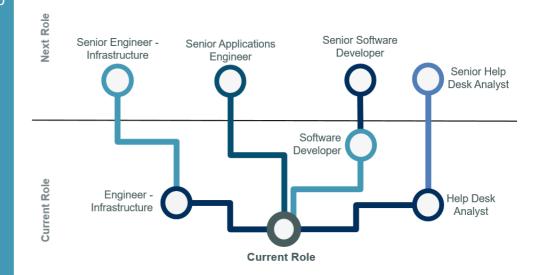
Authority and Scope

- 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

Next Role: Senior Engineer - Infrastructure, Senior Applications Engineer, Senior Software Developer, Senior Help Desk Analyst

Current Role: Engineer - Infrastructure, Software Developer, Help Desk Analyst, Current Role

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

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FCDO Services

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