

Role Profile			
<b>Job Title</b>	Senior Applications Engineer		
<b>Section</b>	Applications Projects/BAU	<b>Department</b>	Infrastructure & Applications
<b>Reports to (Job Title)</b>	Application Team Lead		
<b>Suitable for Job Share (Y/N)</b>	No	<b>If no, state reason</b>	Key Role
<b>Location</b>	Building 2 Derriford Business Park	<b>Shift Pattern</b>	No

<b>Job Purpose</b>	<p>The Senior Application Engineer will have the ability to undertake and oversee day to day operational activities in the ICT applications portfolio, whilst making sure customer service level agreements are met and maintained.</p> <p>To lead and deliver the ICT Application Service in the most effective and efficient way and in accordance with ICT strategy, technology architecture, best practice and industry standards.</p> <p>To lead and contribute to the successful delivery of Application projects. Autonomously delivering small &amp; medium &amp; large sized projects across the Application portfolio.</p>
<b>Key Competencies &amp; Output</b>	<p>Delivers the IT Application Service in the most effective and efficient way, in accordance with IT strategy, technology architecture, best practice and industry standards.</p> <p>Delivers Application investigations and resolution of technical issues; Leading in maintaining the Applications portfolio by delivering upgrades whilst following the correct procedures and gateways.</p> <p>Works independently in solving technical issues or identifying technical solutions, while providing excellent face to face customer service</p> <p>Works with colleagues and customers to ensure compliant services are delivered.</p> <p>Follows policies, plans and strategies relating to ITIL Incident, problem, change, configuration, capacity and availability.</p> <p>Follows policies relating to project and programme governance, including resourcing and time recording.</p> <p>Provides estimates for work required by the customer.</p> <p>Carries out risk assessments as part of change management including assessing, implementing and testing changes; working to reduce risk of service failure</p> <p>Provides technical advice to Delt customers to a high-level standard to maximise their understanding.</p> <p>Liaises with customers to ensure system maintenance will be prioritised to have the least impact.</p> <p>Undertakes quality checks to ensure procedures are followed.</p> <p>Reviews and update procedures when necessary and keep technical documentation accurate and current.</p>

	<p>Works and integrates with the rest of the Applications Service across all teams, such as Infrastructure and Security.</p> <p>Works to agreed Service Level Agreements and meet or exceed Key Performance Indicators</p> <p>Keeps abreast of new technology trends and developing solutions in the applications arena</p> <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed</p>
<p><b>Experience, Knowledge, Skills and Qualifications</b></p>	<p>Hold an IT related degree or have the equivalent level of experience; ITIL Foundation V 3 or later</p> <p>Demonstrable experience in leading on the creation, documentation and delivery of IT solutions which address user needs</p> <p>Experience of working on Server/Client environments</p> <p>Knowledge and proven understanding of multiple ICT areas encompassing 1st, 2nd and 3rd Line support in an ITIL environment.</p> <p>Demonstratable experience of SQL Server database including installation and patching.</p> <p><b>Experience in the any of the following would also be beneficial:</b></p> <p>Experience in vulnerability management and security remediation.</p> <p>Experience of M365 (Administration, Office, SharePoint, MS Teams, Power Platform, Azure AD)</p> <p>Experience in complex system integration (API's, SSIS) and Application</p> <p>Experience with PowerShell, BASH or equivalent</p> <p>Experience of various data and BI/Reporting tools (e.g. Power BI, SSRS, Crystal Reports)</p> <p>Proficient user in a range of Microsoft packages.</p>
<p><b>Corporate Standards</b></p>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>