Job Description and Person Specification

Role: Systems Management Officer

Job Description

Job Title	Systems Management Officer
Grade	7
Service	Systems Team, Digital Services.
Reports to	Senior Systems Management Officer
Location	One Friargate, Floor 9
Job Evaluation Code	P1504D

About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

About the Service your team will provide

Purpose of the role

Defining and delivering the application management processes for supporting corporate Information Systems in a way that is sensitive to and fully compatible with business operations.

Management of resources to deliver Application Management services across Client Server Application Software, Locally and remotely hosted Web Applications, Database Systems, Application and Web Servers, Client Software, and Application Management Tools, to SLA, budget and quality targets and in accordance with appropriate standards.

Delivery of Application Management services across for applications across many user environments including corporate, schools, libraries, youth offending services. This includes the creation of service level agreements and the planning of all aspects of Application Management support including the management of 3rd party support contracts necessary to ensure provision of services to meet such agreements.

The production of Application Management support plans, strategies, skill needs, and documentation, covering Client Server Application Software, locally and remotely hosted Web Applications, Database Systems, Application and Web Servers, Client Software, and Application Management Tools.

Application Management lifecycle planning, control and management of Information Systems documentation, Application Software, Database Technologies, Web Services, Application Configurations, Interfaces, Scripts and bespoke Application Customisations.

Main Duties & Key Accountabilities

Core Knowledge

- Deliver & maintain Application Management incident and problem management processes, and check that all requests for support are dealt with according to agreed procedures.
- Ensure that there is a business perspective on how Application Management services will be delivered to the Council
- Develop and maintain procedures and documentation for Application Management including skills and capability development plans for Application Management.
- Identify application enhancements to improve business performance through analysis of user issues, incidents and problems.
- Use application management software and tools to investigate issues, collect performance statistics and create reports.

- Develop, contribute to and maintain the Application Management support plan for systems including all the activities needed to support and maintain systems including managing the application roadmap of scheduled product upgrades, updates, refreshes, and major software patch, firmware, or service pack releases.
- Manage a support budget for 3rd party maintenance services and ensure expenditure is tracked, monitored and delivered against SLA's and contracts and that the Council receives value for money from 3rd party suppliers.
- Manage service relationships and contracts with internal partners and external vendors, suppliers and local and national partner organisations in the delivery of Application Change initiatives.
- Maintain and develop the portfolio of skills and capabilities required to develop and enhance the support services provided.
- Contribute to and maintain overall Application Management plans to support the Council's business strategy, agree service level agreements with service delivery managers, business account managers and customers and plan all aspects of Application Management services necessary to ensure that support agreements are delivered.
- Ensure that processes are in place for consistent classification and management of CIs, and for verification and audit of configuration records.
- Contribute strongly to Digital Services knowledge management systems.
- Support research and development on Application Management techniques, tools, and processes.
- Liaise with relevant Digital Services units to ensure solutions are agreed and are in line with corporate standards and procedures.
- Ensure that management processes, tools, techniques and personnel are in place to ensure that the transition of new applications into support are planned and compliant with Digital Services policies and methods
- Provide authorisation for critical Application Management activity and a point of escalation.
- Provide advice and guidance to Systems Management Analysts and to other Digital Services staff on the application management issues and resolutions.
- Provide expert knowledge in the management of database architectures, software and facilities.
- Provide out of hours service as required and agreed with Digital Services Management

General Duties and Responsibilities:

- Maintain, demonstrate and promote a culture of customer service.
- Communicate effectively, formally and informally, with colleagues, subordinates and users.
- Be accountable for actions and decisions taken.
- Have responsibility for an area of work, including technical, financial and quality aspects.
- Influence organisation, users, suppliers and peers on area of own specialism.
- Develop business relationships with users.
- Understand the relationship between own specialism and wider Council objectives.
- Perform a challenging range and variety of complex technical or professional work activities.
- Advise on available standards, methods, tools and applications relevant to own specialism.
- Analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.

- Demonstrate leadership.
- Take initiative to keep skills up to date.
- Mentor more junior colleagues.
- Maintain an awareness of developments in the industry.
- Advise on scope and options for continuous operational improvement.
- Demonstrate creativity and innovation in applying solutions.
- Commitment to acquiring and sharing business and technical skills and knowledge.
- Demonstrate professional attitudes (e.g. customer focus, value for money).
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Software Vendors Support Providers Schools, Libraries and Youth Offending Services Other Local Authorities as relevant	Other Digital Services Teams Council Business Units as relevant

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free
The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training
The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:
Systems Management Analysts

Person specification

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Knowledge	
In-depth understanding of relevant ICT standards.	
In-depth knowledge of current and emerging Information Systems Technologies including Application Web Services, SaaS, Cloud Computing Services and traditional Client Server Computing.	
In-depth knowledge of Application Management service delivery	
In-depth knowledge of database technologies and their administration, maintenance and support	
In-depth knowledge of the Local Authority arena	
In-depth knowledge of application management tools, technologies and processes	
In-depth awareness of resource planning for Application Management	
In-depth understanding of strategies and procedures across the Application Management	
In-depth knowledge of service delivery, SLAs, and contract management of 3rd party suppliers	
Skills and Abilities	
Excellent communication skills by written oral and electronic means appropriate to the relevant audiences	
Excellent stakeholder management skills (e.g. interpersonal / influence / negotiate)	
Able to advise on the available standards, methods, tools and applications relevant to Application Management	
Able to assess and advise on the scope of options for process improvements across Application Management services	
Ability to build and maintain critical working relationships	
Demonstrate proactive approach to the management of Application Management services	
Demonstrate effective people management skills	
Demonstrate leadership in line with Coventry Manager principles and values	
Ability to write and review effective documents	
Ability to deliver high quality service under pressure	

Experience
Evidence of planning, management and delivery of Application Management services.
Evidence of setting standards, strategies and procedures across the IT service lifecycle (including the development lifecycle) in Application Management and ensure that practitioners adhere to them.
Evidence of delivering high quality, major ICT solutions to a diverse workforce
Experience of working in a customer-focused ICT organisation
Experience of managing staff effectively
Evidence of realising benefits
Experience of delivering excellent service to a wide range of stakeholders (e.g. Elected Members, suppliers, customers)
Qualifications
Higher / further / appropriate educational qualification(s) or demonstrable equivalent experience
Evidence of commitment to continued personal development
Special Requirements
This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

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