

Job Description and Person Specification

Systems Management Analyst

Job Details	
Grade	5
Service	Digital Services
Location	One Friargate
Job Evaluation Code	P1506D

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose

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, YOS. 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 Tool.

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

Deliver Application Management incident and problem management processes, and check that all requests for support are dealt with according to agreed procedures.

Maintain procedures and documentation 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.

Deliver 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.

Track service delivery from 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.

Main Duties & Key Accountabilities
Liaise and maximise 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 Application Management plans to support the Council's business strategy
Deliver on processes that are in place for consistent classification and management of CIs, and for verification and audit of configuration records.
Contribute strongly to ICT knowledge management systems.
Support research and development on Application Management techniques, tools, and processes.
Liaise with Application Change, Infrastructure Change & Management units to ensure solutions are agreed and are in line with corporate standards and procedures.
Deliver and enhance management processes, tools, techniques and personnel to ensure that the transition of new applications into support are planned and compliant with ICT policies and methods
Provide advice and guidance to other Digital Services staff on 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 ICT Management

General Duties and Accountabilities
1. Maintain, demonstrate and promote a culture of customer service
2. Communicate effectively, formally and informally, with colleagues, subordinates and users.
3. Be accountable for actions and decisions taken
4. Have responsibility for an area of work, including technical, financial and quality aspects.
5. Influence organisation, users, suppliers and peers on area of own specialism.

General Duties and Accountabilities			
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:	Software Suppliers	Internal:	Digital Services Council Business Units

Standard Information
<p>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.</p> <p>Training</p> <p>The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
Self

Person Specification	
Requirements	
Knowledge	Good understanding of relevant ICT standards.
Knowledge	Good knowledge of current and emerging Information Systems Technologies including Application Web Services, SaaS, Cloud Computing Services and traditional Client Server Computing.
Knowledge	Good knowledge of Application Management service delivery
Knowledge	Good knowledge of database technologies and their administration, maintenance and support
Knowledge	Good knowledge of the Local Authority arena
Knowledge	Good knowledge of application management tools, technologies and processes
Knowledge	Good awareness of resource planning for Application Management
Knowledge	Good understanding of strategies and procedures across the Application Management
Knowledge	Good knowledge of service delivery, SLA's, and contract management of 3 rd party suppliers
Skills And Ability	Good communication skills by written, oral and electronic means appropriate to the relevant audiences
Skills And Ability	Good stakeholder management skills (e.g. interpersonal / influence / negotiate)
Skills And Ability	Able to advise on the available standards, methods, tools and applications relevant to Application Management
Skills And Ability	Able to assess and advise on the scope of options for process improvements across Application Management services
Skills And Ability	Ability to build and maintain critical working relationships

Skills And Ability	Demonstrate proactive approach to the management of Application Management services
Skills And Ability	Demonstrate effective people management skills
Skills And Ability	Demonstrate leadership in line with Coventry Manager principles and values
Skills And Ability	Ability to write and review effective documents
Skills And Ability	Ability to deliver high quality service under pressure
Skills And Ability	Demonstrate a high level of business acumen (e.g. value for money, risk, reputation)
Experience	Evidence of planning, management and delivery of Application Management services.
Experience	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.
Experience	Evidence of delivering high quality, major ICT solutions to a diverse workforce
Experience	Experience of working in a customer-focused ICT organisation
Experience	Experience of managing staff effectively
Experience	Evidence of realising benefits
Experience	Experience of delivering excellent service to a wide range of stakeholders (e.g. Elected Members, suppliers, customers)
Qualification	Higher / further / appropriate educational qualification(s) or demonstrable equivalent experience
Qualification	Evidence of commitment to continued personal development
Special Requirements	None

Declaration			
Reviewed/Created By:	O Burnett		
Job Title:	Systems Lead	Date:	June 2025