

**JOB DESCRIPTION**

Job Title: Application Engineer

Department: Digital and Technology

Section: Operating Technology

Reports to: Head of Operating Technology

Location: This role can be based at any of Barnardo's national offices: Belfast, Edinburgh, Leeds, Liverpool, Birmingham, Cardiff, London (Barkingside) or Crawley. Regular local and national travel will be required.

Line management and budgetary responsibilities: None

Key working relationships:

Internal: Other sections of Digital & Technology team, Children's Services, People, Finance and Resources, Marketing and Fundraising teams
External: Professional communities of practice

Job Purpose:

As an application engineer in the operating technology team, you'll support, manage and maintain one or more of our existing live applications. This makes sure that staff around the organisation are able to carry out their work effectively and support children, families and supporters.

Key responsibilities:

You will:

- Maintain live services in one or more specific applications – for instance, Oracle, Salesforce or Content Server – ensuring it delivers continuous and stable service for its users – and be responsible for user and security administration
- Take part in the process of evaluating and selecting replacement product(s) as part of our technology transformation, being the technical expert in the current application
- Take responsibility for ensuring that data, structures and rules from the live applications are transferred accurately and effectively to new products, so that the organisation learns from best practice and its integrity is maintained

- Liaise with users of the applications to ensure their needs and expectations are met
- Monitor and evaluate live applications and be accountable for batch processes
- Where possible, you will identify and reduce the scope of existing live applications as replacement products become available, both to reduce complexity for the user and costs for Barnardo's.
- Depending on the applications you are responsible for, it may also be necessary for you to fix or work with others to fix technical problems, maintain associated hardware, and liaise with incident managers and the service support team.

Key Activities:

You will:

- Work closely with other application operations engineers to ensure that staff who use multiple applications and systems are assured by smooth running and a good user experience
- Review and agree service level agreements for specific applications
- Maintain service availability within defined service level agreements
- Stabilise and, where relevant, reduce scope of applications to ensure they are working to design
- Maintain security and resilience of the applications
- Act on incidents, problems, changes and configuration management, and continually improve live services within their scope
- Liaise with other application operations engineers across the operating technology team to share awareness of risks, issues, mitigations and management
- Proactively share information, insight and knowledge about, and where appropriate examples of data held within, live applications with product teams in the technology transformation team
- Represent Barnardo's internally and externally (e.g. conferences, meet-ups, blogs, interviews, etc.).
- Work within communities of practice, talking about Barnardo's work and bringing back insights from other charities/digital businesses/government that will improve our work and processes

This Job Description and Person Specification reflect the duties of the post as they exist at this time and may be subject to changed based on the needs of the Department Programme. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

Pre-employment checks will be required for the role.

**PERSON SPECIFICATION**

All criteria are essential unless indicated as desirable (D).

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Please note: Applicants must demonstrate in their application form that they currently use the skills outlined below or have used them previously in employment, education, training, volunteering etc.

Education/Knowledge

- Evidence of professional knowledge of digital products and services management
- Evidence of professional knowledge of Operations Technology
- Working knowledge of relevant enterprise IT applications

Experience

- Demonstrable experience in an operational support role
- Demonstrable experience of managing support tickets and the ticketing process
- Demonstrable experience of operating in a complex live operations, applications and systems landscape
- Demonstrable technical skills in enterprise IT, including one or more of Oracle, Salesforce or OpenText systems, for instance root cause analysis, fault analysis and SQL reporting
- Demonstrable experience of working with in-house and third-party development and operational services teams
- Excellent communication skills to engage and provide transparency with business and IT stakeholders
- Ability to take initiative, responsibility and work collaboratively
- Detailed understanding of legislative, financial and reputational risk and experience of putting in working practices to prevent and mitigate errors
- Recognition of individual and departmental responsibility with regards to confidential information, exhibiting a duty of care across both

Circumstances

- Travel both regionally and nationally will be required on a regular basis
- Flexibility in working hours and location, as per contract of employment

Skills/Abilities

For all skills and abilities below:

Expert - Has knowledge and experience in the application of this skill. Is a recognised specialist and advisor in this skill including user needs, generation of ideas, methods, tools and leading or guiding others in best practice use.

Practitioner - Shares knowledge and experience of the skill with others, including tools and techniques, defining those most appropriate for the environment.

Working - Applies knowledge and experience of the skill, including tools and techniques, adopting those most appropriate for the environment.

Awareness - Has knowledge of the skill and an appreciation of how it is applied in the environment.

Essential Skills

Change management - Awareness - Able to implement changes based on requests for change. Applies change control procedures.

Incident management - Awareness - Identifies and registers incidents, gathering the required information and allocating to the appropriate channel.

Ownership and initiative - Working - Owns an issue until a new owner has been found or the problem has been mitigated and / or resolved.

Problem management - Awareness - Investigates problems in systems, processes and services. Assists with the implementation of agreed remedies and preventative measures.

Service focus - Working - Takes inputs and establishes coherent frameworks that work.

Technical specialism - Awareness - Assists in technical support activities. Carries out agreed / routine maintenance and administration tasks.

Testing - Awareness - Correctly executes test scripts under supervision. Understands the role of testing and how it works.

User focus - Working - Identifies and engages with users / stakeholders to collate user needs evidence and understands and defines research which fits user needs. Able to use quantitative and qualitative data about users to turn user focus into outcomes.

Desirable Skills

Asset and configuration management - Working - Maintains secure configuration and accurate information, controlling IT assets in one or more significant areas and verifying location and state of assets.

Availability and capacity management - Working - Manages the service components to ensure they meet business needs and performance targets.

Broad technical understanding - Awareness - Aware of the subject matter and has an understanding of what it involves.

Continual service improvement - Awareness - Aware of the importance to consider developing process efficiency and common ways in which processes are optimised. Supports specific activities to improve development processes. Able to spot or identify obvious deficiencies.

Competencies - Essential

Changing and improving: Makes the right decision at the right time. Fixes the cause of the problem, not the effect.

Collaborating and partnering: Is a good team player and works effectively across IT operations. Is able to manage challenging relationships with internal and external teams and suppliers.

Delivering at pace: Focuses on delivering timely performance and takes responsibility and accountability for quality outcomes. Works to agreed goals and deals with challenges in a responsive and constructive way. Applies agile techniques to Continual Service Improvement.

Making effective decisions: Works in a no-blame culture and feels empowered to make judgement calls. Makes the right decisions at the right time based on the information and evidence available. Takes measured risks and learns from mistakes. Visualises, articulates and solves complex problems and concepts. Applies logical thinking and information from analysis using comprehensive tools and techniques to make and validate decisions.

Managing a quality service: Prioritises tasks and understands business needs. Measures the impact of their work. Ensures that services are available for users following a recognised approach, for instance 'five nines'. Proactively manages problems which underpin service availability by employing programme, project and risk management methodologies appropriately.

Competencies - Desirable

Leading and communicating: Ensures that technical terminology is business-oriented. Translates technical terminology and asks the right questions to find solutions.

Barnardo's Basis and Values, and Equality, Diversity & Inclusion (EDI) Code of Conduct

Actively demonstrate Barnardo's Basis and Values and EDI Code of Conduct in all areas of work:

- Respecting the unique worth of every person
- Encouraging people to fulfil their potential
- Working with hope
- Exercising responsible stewardship

Leadership and Management Behaviours

Act as a role model for the Barnardo's Leadership and Management behaviours:

- Driven to deliver
- Leading and engaging
- Strategic thinking

To be completed by the People Team / Pay and Reward Team

	Name	Code
Grade	D40A	
Job Family	Support	S
Job Sub-Family	Digital and Technology (IS)	SI
Organisational Level	Manager	MN
Area	Various - tbc	