Role Title	**Operations Engineer**
Job Family	Technology & Development
Competency Level	**Principal Officer**
Pay Scale	**PO3**

Purpose

To provide operational support for the Council's Applications as part of the IT Applications Team ensuring their efficient and effective use by council services.

The scope of the role includes:

- Operational IT support for line of business applications
- Support of server applications and clients, Customer Portals, databases, interfaces, and integrations
- Performance and capacity management
- Troubleshooting and incidents: support problems and change including upgrades
- Develop operations using low-code, PowerApps, RPA and built-in application tools
- Business user support, supplier, and stakeholder engagement
- Technical specifications and operational support documentation
- Work with Front End Developer to extend scope of Applications operational support to include websites and CRM based on relevant, transferable skills and experience
- Assist Front End Developer to apply relevant, transferable skills and experience to collaborate on support business applications and portals

Generic Accountabilities	**End Results/ Outcomes**
Provide advice and make recommendations based on up-to-date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation, and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.

Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Service standards are improved.
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues. Agreed improvements are developed, delivered, and evaluated. Issues and recommendations are brought to the attention of senior managers. Benchmark against best practice authorities and centre of excellence.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Manage a portfolio of Projects and Reviews. Lead on specific projects as required.	Projects are delivered to agreed specification, timescales, and budgets. Change initiatives are successfully integrated and implemented across all impacted service areas. Value for money is achieved. Ongoing savings secured.
Co-operate with and support colleagues.	Colleagues are supported. Required information is provided.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Job-specific Accountabilities	**End Results/Outcomes**
Operational	Operational IT support of line of business applications throughout their lifecycle.

	Support vertical operation of applications: Portal/client, server elements, database, integrations and User interfaces. System IT administration, operational security, backup and recovery, monitoring, alerting and documentation. Managing software upgrades and patching including the testing process as well as packaging and deployment. Incident resolution and service request fulfilment within SLAs and defined KPIs. Support Application & Database operational security including review/mitigate/resolve operational security issues. Support the Security & Architecture team and SOC to deliver improvements to security posture. Performance and capacity management. Use of problem management and change management processes. Work with Front End Developer to extend scope of Applications operational support to include websites and CRM based on relevant, transferable skills and experience Assist Front End Developer to apply relevant, transferable skills and experience to collaborate on support business applications and portals. Provide advice and guidance to colleagues and stakeholders.
Development & Change	Support the implementation of standardised interfaces and integrations. Work with development analysts on major change and implementation of new systems. Provide technical resource for projects. Support development using built in application tools, RPA, PowerApps and low-code apps.
Data	Operational database management including access, administration, managing jobs, backup, fault resolution, security, updates, integrity, and log checks. Support standard reporting, archiving, migration activities and work with development analysts as necessary. Work with stakeholders to support information governance requirements.
Engagement	Work with stakeholders and suppliers to support business processes and implement functional changes. Lead internal user groups to ensure smooth business/IT working and processes.

	Support/lead operational supplier engagement in partnership with business owners.

Nature of Contacts

Senior managers across the authority, external agencies, and organisations.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.

Deal with people at all levels confidently, sensitively, and diplomatically.

Provide specialist advice, guidance, and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Works within laid down procedures but needs to deal with day-today problems without always referring to others.

Decisions will be made based on Council procedures.

Occasionally the post will be expected to work from other locations

Post holder reports to the Applications Operations Manager

Key Facts and Figures

Provide technical operational support

Support the development and implement technologies

Resourcing

Budget Responsibilities**:** None

Supervisory Responsibilities: None

Knowledge, Skills and Experience

Operational support of applications and databases in different environments e.g. virtualised & cloud, SaaS, and hosted platforms.

Technical including: deployment tools e.g. SCCM; lowcode and built in apps; virtual desktops; basic scripting e.g. SQL.

System/Application management throughout lifecycle

Operational support, troubleshooting and problem resolution

Technically capable, business aware and good communications with different stakeholders and colleagues including verbal, reports and documentation

Pro-active, work independently and with others, creative and results-orientated, able to work to shared standards and approach. Good learner who shares knowledge to deliver continuous improvement.
Indicative Qualifications Degree or equivalent or vocational qualification in relevant subject or area Evidence of Continuous Professional Development
The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.