

JOB DESCRIPTION

Senior Officer Applications Support

Post Reference	5.6.1.3 and 5.6.1.4
Reporting to	5.6.1 Senior Manager Application Support
Pay Band	HEO
Line Manager, Accountable for	N/A
Budget Management	N/A

Job Purpose

To support the ongoing development of the Regulatory Platform to meet business needs through providing systems analysis, configuration, testing and incident management capabilities.

Key Accountabilities

Reviewing submitted change and service requests, ensuring that any uncertainties in business requirements are clarified with the business change owner and business analyst prior to undertaking systems analysis.

Identify and document non-functional requirements for prospective changes.

For more complex changes capture and document requirements and information flows to the level of detail necessary to enable the generation of solution options and designs.

Generate, document and analyse potential solutions options and designs, and provide technical assurance on those undertaken by suppliers.

Develop and maintain appropriate testing strategies and plans for new functionality for and enhancements to the regulatory platform.

Undertake systems configuration for approved service requests on the Regulatory Platform environments, ensuring that the solution is documented as part of the configuration process.

Specify and undertake technical testing of configurations delivered by the other Systems Configuration Analyst and solutions developed by suppliers, documenting results and following up on defects as required.

Prepare user acceptance tests with appropriate input from the designated business change owner and business analyst; coordinate and guide the assigned user acceptance testers.

Prepare and deliver controlled releases of tested changes into the production environment, ensuring that appropriate post-release testing is undertaken; support the release management process and provide independent testing for changes undertaken by suppliers.

Update the technical operating manual and any other relevant technical document sets with technical information relating to configuration and changes. Maintain existing processes and implement new ones where appropriate.

Provide advice and guidance to business change owners to enable them to produce business-contextualised training and user manuals.

Support the Strategic Systems Service Manager in operating and maintaining agreed change management processes, and provide input as required to Ofqual’s IT governance bodies (IS/IT Steering Group, Information Assurance Management Group, and Technical Change Control Panel).

Provide specialist skills (including Microsoft SharePoint and Dynamics CRM) in support of any incidents and problems arising with the production system. Act as an escalation point for business 1st line support staff on technical issues.

Take ownership, progress, escalate, and follow through to satisfactory resolution for all assigned incidents.

Provide assistance and expertise to other parts of the Information Management & Technology Team in support of the internal corporate systems e.g. SharePoint.

Corporate Responsibilities

Assisting with the delivery of the business and corporate plans for the area for which you are responsible.

Working flexibly and collaboratively with colleagues, partners and stakeholders.

Driving continuous improvement within your own areas of responsibility. Leading by example as a role model for Ofqual’s values and professional standards.

Being fully aware of and actively complying with Ofqual’s policies and procedures relevant to your own responsibilities and to corporate policies and procedures including equality, sustainability and the environment, and health and safety.

Person Specification

Experience	
Criteria	Essential (E) or Desirable (D)
Microsoft SharePoint configuration and troubleshooting	E
Microsoft Dynamics CRM configuration & troubleshooting	E
Systems analysis: options generation and appraisal	E
Solutions design and documentation	E
Planning, scripting and delivering/coordinating technical and	E

user acceptance testing	
Test issue and defect management	E
Working with business change owners, business analysts and end users	E
Working within a structured service management approach and with formal IT governance arrangements	E
Technical assurance of supplier and colleague work	D
Requirements and Information/dataflow capture	D
Incident and problem management	D
Data entity design and diagramming	D
MS SQL Server Administration including SSRS Admin	D

Skills and Abilities

Criteria	Essential (E) or Desirable (D)
Explaining technical issues in a non-technical manner.	E
Technical documentation and diagramming.	E
Team working and collaboration	D

Knowledge including qualifications

Criteria	Essential (E) or Desirable (D)
Appreciation of Ofqual's remit and work, and the wider education sector.	E
Knowledge of supporting web-based applications and associated client and IIS configurations.	D
Bachelor's or master's degree in Information Technology or a related field	D
ITIL Foundation Certificate in Service Management and/or	D

practitioner certificates in service management disciplines	
ISEB qualifications in software design/development and testing	D
MCTS or MCITP in SharePoint 2010 – or evidence of training	D

You will be required to evidence the essential criteria in your application, and if successful, at interview. Additionally you may also be required to complete online tests, exercises, scenarios and/or psychometric testing.