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 Ofqual's systems to meet business needs through providing analysis, configuration, testing, deployment and incident management capabilities.

Key Accountabilities

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

Document changes and capture requirements. Ensuring that the necessary level of detail exists to enable the generation of solution options and designs.

Generate and document options and analyse potential solutions. Evaluate and recommend the appropriate option to deliver business benefits.

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

Undertake systems configuration, ensuring that the solution is documented as it is developed.

Specify and undertake technical testing of configurations delivered internally and solutions developed by suppliers, documenting results and following up on defects as required.

Prepare user acceptance tests with appropriate input from the business; coordinate and support user acceptance testing.

Prepare and deliver controlled releases into the production environment, ensuring that appropriate post-release testing is undertaken. Provide advice and guidance to the business to enable them to produce business-contextualised training and user manuals.

Provide specialist skills in Microsoft SharePoint.

Support 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 Team and wider business.

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
Use of source control systems e.g. Subversion, VSO	E
Use of scripting languages e.g. Power Shell, C#	E
Systems analysis: options generation and appraisal	E
Solutions design and documentation	E
Planning, and delivering technical and user acceptance testing	E
Test issue and defect management	E
Working with business stakeholders and end users	E
Delivering solutions using an Agile methodology	E
Working within a structured service management approach and with formal IT governance arrangements	D
Requirements and Information/dataflow capture	D
Issue, Defect, Incident and problem management	D
Use of SharePoint plug-ins in an Office 365 environment e.g. Nintex	D

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

Knowledge including qualifications	
Criteria	Essential (E) or Desirable (D)
Appreciation of Ofqual's remit and work, and the wider education sector.	D
Bachelor's or master's degree in Information Technology or a related field	D
ITIL Foundation Certificate in Service Management	D
MCTS or MCITP in SharePoint – or evidence of training	E

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.