JOB DESCRIPTION

Manager Applications Support

Post Reference	5.6.1.1
Reporting to	Chief Information Officer
Pay Band	SEO
Line Manager, Accountable for	N/A
Budget Management	Circa £800k

Job Purpose

To manage Ofqual's day-to-day relationship with and delivery by suppliers of its systems, and in particular to support efficient and effective business processes through ensuring that the Systems environment is stable, fit for purpose, and is enhanced responsibly.

Key Accountabilities

Building and maintaining effective relationships with suppliers and delivery of value for money for IT systems, particularly SharePoint 365.

Selection of suppliers and appropriate plug-ins or services to support development activities. Ensuring that appropriate support and training is available for these services and that Ofqual remains compliant with legal licensing requirements.

Liaising with business functionality owners from Ofqual and other government departments, and escalating risks and matters of concern with internal teams and suppliers when needed.

Ensuring appropriate practices (security, availability etc.), including penetration tests and oversight of delivery of remedial actions.

Exploiting Ofqual's cloud infrastructure to deliver value to the business. Utilising SharePoint 365 to deliver business processes both internally and to external stakeholders.

Manage the development of these systems and to manage internal resources and external suppliers. Ensure that changes are delivered to a defined plan and that availability and functionality is not compromised.

Identify the appropriate implementation architecture e.g. commercial plug-ins, customisation, bespoke code, etc. Ensure that any technical conflicts between implementations are managed and resolved. Providing feedback and support to the business regarding technical matters. Providing suggestions and options where needed.

Planning, designing, developing and testing solutions within SharePoint 365. Using standard configuration or commercial plugins to deliver business functionality.

Ensure that all solutions are appropriately documented and tested before release into the production environment.

Act as a business partner to ensure that change, testing and release activities are planned and timed appropriately. Take ownership where there are conflicting functional requirements, ensure these are resolved and any impact on delivery or functionality is minimised.

Providing technical/quality assurance of business requirements, solution designs, technical documentation, and testing strategies. Managing technical reviews of proposed and approved changes.

Overseeing the delivery, scheduling, release and deployment of all changes to systems whether undertaken by the external suppliers or by Ofqual staff.

Coordinating acceptance into service of tested and documented change such that the stability of the live service is protected and it can continue to be properly supported. Ensuring that the required business benefit is delivered.

Providing technical expertise, leadership and development for other IM staff and contract support staff specifically around MS SharePoint 365.

Take ownership of technical incidents and manage resolution. Deal with internal and external stakeholders in a professional and supportive manner. Manage technical resources both internal and those of suppliers to ensure efficient resolution.

Contributing to the identification of opportunities to improve business use and exploit available functionality.

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, development and troubleshooting	E
Management of source control systems and coding standards e.g. subversion, VSO	E
Proficient in scripting languages e.g. Power Shell, C#	E
Solutions architecture, design and documentation	E
Provide technical guidance to suppliers and IM staff	E
Change and release management.	E
Managing the testing and release process	E
Defect, Incident and problem management, and resolution	E
Developing options to solve complex user requirements	E
Managing solution delivery using an Agile methodology	E
Impact, risk and issue management.	E
Technical assurance of requirements, technical documentation, solution design and testing	E
Analysing complex situations, identifying priorities, taking containment actions, and delivering long term resolutions	E
Working within a structured service management approach and with formal IT governance arrangements	D
Use of SharePoint plug-ins in an Office 365 environment e.g. Nintex	D

Skills and Abilities	
Criteria	Essential (E) or Desirable (D)
Technical documentation and diagramming.	E
Liaising with staff and managers at all levels and technical abilities both internally and externally.	E
Explaining technically complex issues in a non-technical manner.	E
Prioritising and multi-tasking own work and that of others	E
Drafting and presenting papers/briefings/proposals for senior managers	E
Supplier management	E

Knowledge including qualifications	
Criteria	Essential (E) or Desirable (D)
Bachelor's or master's degree in Information Technology or equivalent.	E
MCTS or MCITP in SharePoint – or evidence of training	E
ITIL Foundation Certificate in Service Management	D
Appreciation of Ofqual's work and business processes.	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.