Falmouth Exeter Plus

JOB DESCRIPTION: Application Support Technician/Junior Software Engineer

Grade: H

Responsible to: Solution Deliver Manager

Job Purpose:

The Solution Delivery Team support the core business applications. The role of the Application Support Technician/Junior Software Engineer is to provide second line support for the core business systems providing initial diagnosis and resolution of application issues. The role will also include server management and application upgrades under the guidance of the third line Software Engineers and Senior Software Engineers. The Application Support Technician/Junior Software Engineer is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands. IT Support staff work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, phone, in person (for walk-in customers) and self-service. In addition to the primary application support element the post will also include the opportunity to develop database and software development skills, developing bespoke applications that deliver innovation and process improvements to the wider institution.

Main Duties and Responsibilities:

To diagnose and resolve software and data issues, including operating systems problems across a range of software applications.

To assist all business owners with any logged IT related incident and to act as a technical liaison between the business system owners and external third party providers.

To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other team members or support teams where necessary.

To accurately record, update and document requests using the IT service desk system.

To install and configure new software applications.

To resolve incidents and upgrade different types of software and hardware

To develop bespoke software applications under the guidance of the software and senior software engineers.

To create test scripts and undertake application testing prior to end user testing.

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To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation.

To be a highly motivated team player with the skills and ability to manage changing priorities.

To create, maintain and publish relevant support documentation in order to assist all staff/students in the quick resolution of their incidents and service requests and enable users to become more self-sufficient.

Exhibit a flexible approach to working on a rota basis and provide necessary cover where needed.

Be willing to attend internal training as necessary to keep up to date with the latest technology and internal system processes.

To work within the relevant legislation, policies, procedures and change management processes.

To participate in the Annual Performance Development Review Process.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility

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Person Specification:

Post Title: Application Support Technician/Junior Software Engineer

Attributes	Essential Requirements	Desirable Requirements
Education/Qualifications	Good general level of education. A-levels or equivalent, with GCSE grades A-C or equivalent in English Language and Mathematics.	ECDL (or equivalent). Microsoft Certification (development stream)
Experience/Knowledge	Previous experience of working in an IT support role. Significant working knowledge of Microsoft Windows server/desktop operating systems, ensuring a high level of confidence in providing support. Experience of developing bespoke applications that deliver innovation and process improvements. Excellent IT skills and computer literacy. Previous Experience within a customer service role. Experience of installing/upgrading software applications	Software development experience (C#, VB.Net, Asp.Net, MVC, Html or other object oriented programming language experience with an interest in cross training into C#) Database development (SQL Server/MySql/Oracle) Previous experience of working with students or within an educational environment. Experience of testing applications/automated test processes
Skills/Personal Requirements	Excellent organisational skills. Ability to communicate effectively with a wide variety of people in a	Willingness to undertake training specific to software development/database design

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	professional manner, face to face, on the telephone and in writing.	
	Ability to demonstrate practical troubleshooting and problem analysis techniques.	
	Good attention to detail and ability to show initiative.	
	Ability to plan and prioritise work load without supervision.	
	Ability to prioritise, manage and perform under pressure to meet SLA's.	
	Willing to work flexibly and with enthusiasm.	