

Created	January 2016
Updated	October 2017
Issued	October 2017
Final Version	August 2018



Plymouth Community Homes

JOB DESCRIPTION

POSITION: Application Support Analyst / Programmer – Level 1

RESPONSIBLE TO: Technical Analyst

LOCATION: Plumer House

SUMMARY OF ROLE

To support, configure, develop and maintain the business applications portfolio to enable the organisation to achieve its business objectives.

The principle functions of this role are:

- To ensure that the suite of integrated applications is maintained, operated and administered to an appropriate standard.
- To assist with the development and implementation of system enhancements and application interfaces according to corporate software development standards.
- To provide 2nd / 3rd line applications support as required.

KEY TASKS

- Develop, administer and maintain all systems in accordance with the suppliers' instructions, clients' requirements and corporate software development standards.
- Customisation of applications and their interfaces, primarily Northgate.
- Manage and maintain all tools, interfaces and platforms used to coordinate and control the transfer of data.
- Support and development of data import and export routines (rents, etc.)
- Ensure the integrity and security of data being transferred between applications and with external organisations.
- Provide technical application support to end users and the IT department.
- Provide the technical knowledge, expertise and skill to carry out or assist with application installations, upgrades, patches and enhancements.
- Seek opportunities to consolidate applications, scripts and databases where there is duplication of information or functionality.
- Develop scripts and interfaces to automate tasks and processes.
- Define and develop clear and accurate forms, reports and queries.

- Implement program changes according to a functional specification.
- Root cause analysis of incidents and implementation of solutions.
- Systems administration and performance monitoring.
- Assist with the maintenance of a comprehensive and up to date database of information relating to the organisation's application inventory.
- Document existing business system applications, processes and procedures.
- Ensure projects are carried out and documented according to the corporate project management methodology.
- Work closely with the IT service desk and infrastructure support team to deliver an exceptional level of customer service.
- Ensure all changes are made in accordance with the change control process.
- Ensure system and user security procedures are followed.
- Carry out thorough and effective testing according to test plans
- Assist in the development and testing of robust disaster recovery plans.
- Build and maintain positive working relationships with system suppliers, owners and users as well as within the IT department.

Plymouth Community Homes
PERSON SPECIFICATION

Application Support Analyst / Programmer – Level 1

Requirement	Essential	Desirable
Experience	<p>Experience of working in a professional IT environment, some of which in an application support role.</p> <p>Experience of working with and supporting multiple applications.</p> <p>Software development.</p>	<p>Experience of working within a recognised formal project methodology.</p>
Knowledge	<p>Understanding of and exposure to the full Software Development Life Cycle.</p> <p>A knowledge and understanding of IT security.</p> <p>Knowledge of a complex integrated IT business systems architecture and how it supports business processes.</p> <p>Knowledge of relational database platforms, systems integration techniques and reporting.</p>	<p>Northgate Housing Management System.</p> <p>Microsoft Sharepoint.</p> <p>MS SQL Server Reporting Services.</p>
Skills / Abilities	<p>SQL skills.</p> <p>Ability to work under supervision to determine root causes of incidents and suggest possible solutions.</p> <p>Ability to follow agreed software development standards and change and release management processes.</p> <p>Confidence and ability to engage with business users to discuss issues or requests for change.</p> <p>Excellent communication and interpersonal skills, both written and verbal.</p> <p>Client focused and support orientated.</p> <p>Programming and scripting skills.</p>	<p>Oracle PL/SQL.</p> <p>MS SQL Server.</p>
Qualifications	<p>Educated to an A-level standard or above, or equivalent.</p>	<p>Educated to degree level or equivalent</p> <p>ITIL qualified, or equivalent</p>
Physical Requirements	<p>None.</p>	

Note: PCH is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable to enable disabled people to fulfill the criteria for, and undertake the duties, of its jobs.

GENERAL RESPONSIBILITIES

1. Confidentiality

The post holder must maintain confidentiality of information about staff and residents and Plymouth Community Homes and Plymouth Community Homes Manufacturing Services Ltd (hereinafter referred to as PCH) business and be aware of the Data Protection Act 1998.

2. Standards of Business Conduct

PCH expect all employees to maintain the highest standards of personal and business conduct at all times. The handbook sets out the PCH expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Plumer House.

3. Health & Safety

The post holder should be aware of the responsibility placed on employees under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

4. Equality & Diversity

PCH is opposed to direct and indirect discrimination and aims to promote equal opportunities. Any employee of PCH is required to treat all colleagues, customers, stakeholders and partners equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

All employees must abide by these principles and comply with PCH policies and strategies in support of these principles which may be issued from time to time by PCH.

5. Training and Development

To attend appropriate training courses and supervision meetings as required.

6. Communication

To attend staff and team meetings.

7. Risk Management

Consider and follow the PCH Risk Management processes when participating in service planning and delivery.

PURPOSE OF A JOB DESCRIPTION

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and

to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible PCH reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.