

The Role – Application Support Coordinator

An exciting opportunity has arisen with our Technology team, reporting into our Application Support Manager.

The role will work with the organisation, Technical Delivery team and third-party development resource to proactively maintain the built solutions and applications, ensuring they remain updated and fit for purpose.

What We Offer

Alongside a competitive salary, we also offer generous benefits:

- Company Pension Scheme
- Enhanced Sick Pay
- Life Insurance Cover
- Enhanced Maternity/Partner Pay
- 35 Days Holiday Per Year
- Free tickets to The Open and AIG Women's Open each year (and other relevant R&A Championships)
- Cycle to Work Scheme
- Season Ticket Loans
- Contribution towards glasses for VDU use
- Discounts available across 800 UK retailers and local businesses
- Private medical insurance
- Electric vehicle salary sacrifice scheme

Key Accountabilities

- Leading the proactive maintenance of technical solutions, ensuring they are updated and remain fit for purpose. Working with the external third-party development resource to manage the backlog and priorities associated with this, ensuring user stories are documented appropriately and stakeholders are communicated to appropriately throughout.
- Assist the Technical Delivery team on the delivery of built solutions ensuring they align with the Technology Strategy and Framework. Collaborating with the Change team (Technical Portfolio Manager, Business Analysis and Project Management) through the end-to-end lifecycle of a project, working closely with them and the Test Oversight resource in the delivery of technical solutions, including input into the planning and governance, requirements, test plans and release management.
- Work with the Business Analyst resource to input in to technical requirements. Work with the Technical Delivery manager(s) and external third-party development resource to ensure technical requirements are understood and user stories are documented accordingly.

- Work with the Technical Delivery Manager(s) to ensure solutions being delivered align to the architecture and Technology Framework, and their infrastructure of solutions are documented appropriately.
- Input into design and functionality reviews, User Acceptance Testing, sign off and release/deployment planning with external third-party development resource and internal stakeholders.
- Using metrics provided, proactively review the maintenance of technical solutions in order to explore opportunities for continuous improvement, working with the Technical Delivery team to implement agreed improvements.
- Collaborate with the rest of the Technical Delivery team and external third-party development resource in the use of the standards and governance in all technical delivery, working with the organisation to ensure technical projects align with them.
- Using the Vendor Management policies, input into the review of the relationships with Vendors in collaboration with the Head of Technical Delivery.

Who We Are Looking For

Essential Qualifications

- Relevant qualification or equivalent practical experience in a technology-related discipline.

Essential Experience

- Application of Agile/Scrum delivery methodology or similar.
- Technical understanding of website/app/system build.
- Ability to work with internal and external teams, including third parties.
- Ability to explain technical solutions in a simple manner.

Desirable Experience

- Experience of application support, helpdesk, technical delivery or a similar technology role.
- Experience of working with business stakeholders to understand and resolve application or technical issues.
- Experience of managing application backlogs, user stories and/or technical requirements.
- Use of tools such as Monday.com, Jira, Datadog

Skills and Competencies

- Strong organisational and prioritisation skills, with the ability to manage multiple activities and competing priorities.
- Strong communication and stakeholder management skills, with the ability to build effective relationships with both technical and non-technical colleagues.

- Analytical and problem-solving skills, with a proactive approach to identifying and resolving issues.
- Ability to understand technical information and translate it into clear, practical information for non-technical stakeholders.
- Attention to detail, particularly in relation to requirements, documentation, testing and release activities.
- Ability to work collaboratively as part of a team, while also taking ownership of assigned activities.
- Proactive approach to continuous improvement and identifying opportunities to improve applications, processes and ways of working.

How to Apply

Applications can be submitted to recruitment@randa.org. Please attach CV and Covering Letter, clearly outlining the role you are applying to.

This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the position.