

Job Title:	Application Support Coordinator
Department:	Technology
Reporting To:	Application Support Manager
Direct Reports:	None
Version	V1 15.05.26

Job Purpose

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.

To work with the Application Support team to deliver built technical solutions and projects, ensuring they are aligned to the Technical Framework and Governance.

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 Application Support team on the delivery of built solutions ensuring they align with the Technology Strategy and Framework. Collaborating with the wider Technical Delivery team 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. Ensuring that the move from project into Application Maintenance is smooth effectively managed.
- 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.

Expertise

- 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.

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.