Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Business Applications Specialist

Department/Division: DTS	**Accountable to:** Head of Business Applications

Competency	Criteria	E/D
Knowledge and Experience	Knowledge of the install upgrade maintenance and support of third-party applications, supporting business functions such as HR, Finance and Student Lifecycle Management	E
	Previous experience with Resource Link, Eprints, SharePoint and SITS	D
	Experience managing on premise COTS and in house developed applications in Microsoft and Linux operating systems.	E
	Experience of support applications based on of SQL Server, Oracle and other RDBMS	E
	Strong track record of keeping skills up to date through research, training and personal development.	E
	Experience of delivery high quality support and maintenance activities for applications based on both Linux and Windows server environments	E
	Experience of managing test, live and development environments for core application infrastructure	E
	Expert knowledge in and able to act as the main technical escalation point for enterprise applications relating to core Business units such as HR, Library and ARD.	E
	Experience of managing and planning upgrades of core Business applications	E
	Experience of writing technical operational documentation	E
	Knowledge and awareness of cyber security and data protection policies	E

	Good general IT skills, including experience of Microsoft Windows, Microsoft Office software suite including Visio.	E
	Knowledge of best-practice service management and project management	E
	Proficient in Cloud technologies and have experience of cloud migrations	D
	Experience of managing incidents owned by third party suppliers on behalf of business units	E
Communication	Good interpersonal and communications skills which create a draw for the services of the team.	E
	Ability to communicate complex ideas and technical issues to a range of different non-technical audiences.	E
	Experience of communicating with internal colleagues, 3rd party suppliers and external bodies	E
Teamwork and Motivation	Role model enthusiasm and energy about their work and encourage others to do the same	E
	Experience of a positive approach to working within a team and developing and mentoring team members	D
Planning and Organising	Experience of participating in annual operational planning.	D
	Ability to provide resource plans and ensure work is adequately planned	D
	Ability to independently manage maintenance projects through creating appropriate project plans and regularly updating documentation and team members	E
Liaison and Networking	Able to build connections and engagement with key colleagues across the school.	E
	Experience of seeking engagement with colleagues across the school to understand drivers, issues and pain points.	D
	Able to be a provide consultancy as a subject matter expert for business change or Capital Development projects managed by Business units or the Business improvement unit	E

Leadership	Ability to contribute to strategic planning and architectural standards for Business Application services	E
	Ability to provide technical leadership within the team as a mentor and consultant.	D
Initiative and Problem Solving	Experienced in identifying and resolving thematic issues and proactively using data for insight and metrics to continually improve the service	D
	Experience in identifying and managing major incidents affecting critical services.	E
	Ability to operate independently and resolve unexpected situations.	E
	Ability to identify where improvements to process can be made	E
	Seeks understand where process is mandatory and where opportunities to vary exist.	E

E – Essential: requirements without which the job could not be done.
D – Desirable: requirements that would enable the candidate to perform the job well.