



## Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

**Job title:** Business Applications Specialist

**Department/Division:** Data & Technology Services  
**Accountable to:** Business Applications Manager

### Job Summary

Responsible for the maintenance and optimisation of business applications and the dependent infrastructure as defined within the Data and Technology service catalogue.

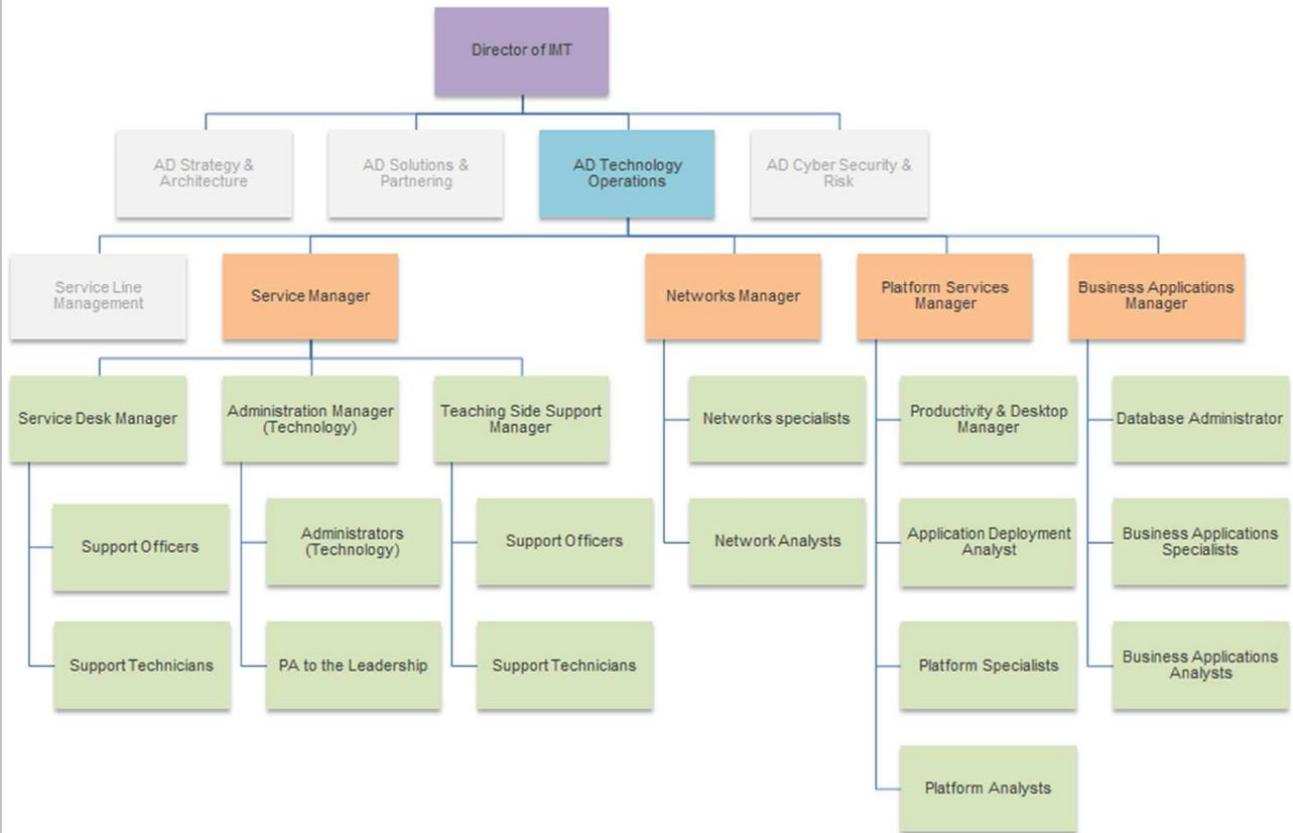
Working within the Business Applications team to supply highly available and functional business application services to the service lines and other dependent services and users. This position will maintain business application services throughout the service life cycle, ensuring continual service improvement through enhancing productivity and improving efficiency.

They will take the lead on maintenance projects and third line support within the Infrastructure maintenance plan for systems related to application services, integrations between databases and applications and reporting infrastructure. Whilst part of a team, they will work with a high degree of autonomy on projects and maintenance tasks within the framework of operational plans and the infrastructure maintenance plan.

All members of the Data and Technology team will be driving the services to be delivered in a more optimised and utility fashion, freeing up internal resources to focus on adding value to the rest of the LSE. This role is no exception and will be expected to contribute to a shift left approach through use of trusted third parties for utility activity.



### Structure of the team



### Duties and Responsibilities

#### Operations:

- Provide 3<sup>rd</sup> line technical support functions for business applications
- Maintain business application security standards acting as the first line of defence on security operations
- To ensure continual service improvement through in particular:
  - Automation of repetitive support tasks
  - Remote management of systems to monitor performance and respond to alerts
  - Devolving support tasks to front line services or service lines (shift left) to improve efficiency of the service
  - Identifying opportunities for enhancing productivity and the user experience
- To improve performance of applications and to measure and demonstrate this improvement
- To be a point of technical escalation for the Business Applications Analyst

#### Communication:

- Maintain reference documentation such as schematics, technical guidelines, operational standards and details of IT assets
- Provide regular technical training at an appropriate level to other Data and Technology teams such as the service desk to improve service management and offer staff development opportunities



- To ensure appropriate communication with stakeholders including end-users and service lines for operational maintenance projects particularly resulting in changes or downtime

#### Knowledge and experience

- To be an expert on business applications and the dependent infrastructure and to develop and maintain that expertise as industry standards change and develop
- To have knowledge and experience of project management methodology and best practice support processes
- To have knowledge and experience of cloud technology relating to application services
- To act as a point of consultancy and analysis for database services to colleagues and stakeholders including BIU and DTS project managers and other colleagues within the Solutions and Architecture teams
- Provide subject matter expertise on business application services to the LSE, including providing technical expertise to support decision making
- To assist the Business Applications Manager in providing subject matter expertise and guidance for major development projects where business application expertise is required. To provide this consultancy directly to the stakeholder when delegated by the Business Applications Manager
- To have knowledge and experience of managing supplier relationships from an operational perspective to ensure smooth operation of third-party services

#### Planning and organising

- To manage and deliver operational maintenance projects to upgrade and enhance existing services to keep services up to date and aligned to industry standards
- To plan operational maintenance projects to minimise disruption
- To contribute to and plan maintenance from the infrastructure maintenance plan
- To adopt and manage new services that go live as part of the service transition from solutions to technology operations

#### Transparency and measurement

- Ensure all business application services are maintained and monitored against agreed service standards
- To contribute to the measurement of the total cost of services through resource mapping and accurate maintenance cost estimation

#### Teamwork and liaison

- Liaise with appropriate third parties for the support of managed services
- To work as part of cross-functional groups when required to achieve operational tasks or project requirements
- Perform the role in a manner that is consistent with the Data and Technology services culture

#### **Flexibility**

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

#### **Equity, Diversity and Inclusion (EDI)**

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

**Ethics Code**

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

**Environmental Sustainability**

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.