



## 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:** Data and Technology Services  
**Accountable to:** Business Applications Manager

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	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, Aptos and SITS.	D
	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 dev 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, Finance 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	E



	management.	
	Proficient in Cloud database technologies and have experience of cloud database migrations.	D
	Experience of managing incidents owned by third party suppliers on behalf of business units.	E
<b>Communication</b>	Good interpersonal and communications skills which create a draw for the services of the team.	D
	Ability to communicate complex ideas and technical issues to a range of different non-technical audiences.	E
	Experience of communicating with internal colleagues, 3 <sup>rd</sup> party suppliers and external bodies.	D
<b>Teamwork and Motivation</b>	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
<b>Planning and Organising</b>	Experience of participating in annual operational planning.	D
	Ability to provide resource plans and ensure work is adequately planned.	E
	Ability to independently manage maintenance projects through creating appropriate project plans and regularly updating documentation and team members.	E
<b>Liaising and Networking</b>	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
<b>Leadership</b>	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
<b>Initiative and Problem Solving</b>	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
	Able to determine when processes is mandatory and where exceptions are applicable	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.**