****JOB DESCRIPTION

|  |  |  |  |
| --- | --- | --- | --- |
| Job Title | **ICT Applications Engineer** | Post Number | **F1003** |
| Grade | Career Graded grade 7 – 9 | Service Area | ICT, Resources |
| Special Conditions | Ability to travel to various locations in response to ‘call outs’ at short notice  Availability to work occasional weekends/evenings.  Covers Malvern, Worcester City and Wychavon Councils | Additional Benefits | Casual Car User |
| Authorised by | Deputy Chief Executive | Date | October 2025 |

**Job Purpose**

|  |  |
| --- | --- |
| The purpose of this role within the Council is: | To analyse business requirements, to develop software solutions or implement packaged solutions to meet these requirements.  To develop, implement and maintain computer systems in accordance with the strategy of the ICT Shared Service and with due regard to the current standards for the development of computer systems. |
| Responsible for demonstrating commitment to working in line with the Councils' values | |
| Responsible for championing and demonstrating the Council’s Leadership Behaviour Framework | |
| The postholder works for: | Senior Applications Engineer |
| The postholder manages \supervises: | None |

|  |  |
| --- | --- |
| Key Accountabilities (All accountabilities will be carried out in line with the Council’s policies, procedures and relevant regulations and legislation) | |
| 1 | Indicative levels of responsibility at each grade are as follows   * Grade 7: Assist in business requirements analysis, development, implementation, and maintenance of computer systems. Have some degree of competence in several development skills. No requirements for supervision of other staff. * Grade 8: Independently analyse business requirements, develop, implement and maintain computer systems. Have a moderate degree of competence in several development skills. No requirements for supervision of other staff. * Grade 9: Independently analyse business requirements, develop, implement and maintain computer systems. Have a high degree of competence in several development skills. Occasional supervision of other team members and external consultants. |
| 2 | To provide key role in delivering specific projects in the current South Worcestershire ICT strategy as directed by the Senior Applications Engineer/Digital Transformation & Applications Manager. |
| 3 | Determine, advise and help guide the customer requirements for software development through meetings, documentation, and in accordance with current South Worcestershire ICT shared service development guidelines. |
| 4 | Work with other members of team to prepare system specifications having due regard to the current South Worcestershire ICT shared service development guidelines. |
| 5 | Specify project scoping and planning for system implementation. |
| 6 | Prepare specifications, form designs, screen formats, report formats, operating procedures for data input, plans for transfer to new system, design database, system testing procedures and user acceptance procedures. |
| 7 | Write and test computer systems and create databases in accordance with approved design, using development aids as appropriate, and implement following agreed guidelines/standards. |
| 8 | Where user requirements are to be satisfied by packaged software, plan and put into effect the necessary steps to ensure a successful implementation. |
| 9 | Prepare system user guidelines. |
| 10 | Document in accordance with departmental standards all aspects of the system. |
| 11 | Provide second- and third-line support for applications by responding to queries raised by the Service Desk. |
| 12 | Revise and amend systems and programs where corrections, system changes, improvements or database administration are required. |
| 13 | Assist with technical guidance and on-the-job training of less experienced staff, and check work of colleagues as required. |
| 14 | Provide training of the system for users. |
| 15 | Keep up to date with development techniques by attending lectures, seminars, training courses and reading technical material as directed by senior staff. |
| 16 | Monitor the systems application documentation for South Worcestershire ICT shared service, ensuring the compliance with adopted documentation standards. |
| 17 | Update the agreed development monitoring systems in accordance with current South Worcestershire ICT shared service guidelines. |
| 18 | Perform regular research into technologies and techniques for application development and providing suggestions of improvement and developments required for a changing authority. |
| 19 | To be aware of your responsibilities in terms of health and safety, including identifying at your appraisal appropriate health and safety training. |
| 20 | **Customer Focus**  Manage the day-to-day provision of Applications support of all ICT users, offering reactive and proactive services, including identifying training needs and guidance on new systems/hardware for both users and other ICT staff, as necessary.  Provide technical consultancy to the service units on any application support issues and developments as required.  Ensure you approach your duties taking into consideration the principles of value for money and a flexible, customer focused approach.  **Grade 9 Applications Engineers only:**  Work in partnership with other managers and officers to ensure the efficient and effective application of information within their service areas. |
| 21 | **Corporate Contribution**  Have a good working knowledge of the priorities of central government in the areas of planning, place shaping, digital by default, government and industry standard, Freedom of Information (FOI) Act 2000, Data Protection 1998, Computer Misuse Act 1998 and key deliverables outlined in ICT strategy.  Provide accurate and timely reporting, documentation and updates to the business as required. |
| 22 | **Grade 9 Applications Engineers only:**  Deputise, as required, for the Senior Applications Engineer in their absence.  Provide supervision of external consultants as and when required. |

**NOTES:**

1. Duties will inevitably develop and change as the work of the Council changes to meet the needs of our customers. Employees should therefore expect periodic variations to job descriptions, and the Council retain this right. This job description will be supplemented on a regular basis by individual objectives derived from Council strategies.
2. Where an applicant or an existing employee is or becomes disabled (as defined by law) and inform the Council fully of their requirements reasonable adjustments will be made to the job description wherever possible.

KEY REQUIREMENTS

|  |  |  |
| --- | --- | --- |
| Qualifications (or knowledge and experience at an equivalent level) | Essential  for grade | Desirable |
| Relevant experience which demonstrates a successful and professional approach to ICT Application delivery and project implementation. | E |  |
| Degree or equivalent qualification in ICT related subject | E |  |

|  |  |  |
| --- | --- | --- |
| Experience | Essential for grade | Desirable |
| Experience of working with Office 365 Applications | E |  |
| Experience of supporting, developing and implementing database driven applications | E |  |
| Experience of relational databases, such as MSSQL; Postgres, OpenEdge, SQL Express | E |  |
| Experience of using relational database manipulation tools, such as SSMS, PGAdmin, DBeaver | E |  |
| Experience of using reporting tools such as SSRS, Crystal Reports, PowerBI. | E |  |
| Practical experience of software development and/or support. | E |  |
| Experience of using a relevant & current programming language(s), such as .NET; Python; SQL; Javascript | E |  |
| Experience of using automation tools, such as Batch scripts, FME, Powershell, SSIS | E |  |
| Experience of working in an ICT Project Team. | E |  |
| Experience of working through change in a complex organization. |  | D |
| Experience of working with GIS applications, such as QGIS |  | D |

|  |  |  |
| --- | --- | --- |
| Skills Required | Essential | Desirable |
| Good interpersonal skills and ability to communicate in a clear, unambiguous manner | 7-9 |  |
| Good research and analytical skills | 7-9 |  |
| Well-motivated and enthusiastic with ability to manage workload | 7-9 |  |
| Ability to work with due regard to appropriate Project / Development standards. | E |  |
| Flexibility over working hours to provide occasional support to business functions out of normal working hours (including evenings and weekends) | E |  |
| An ability to work effectively as part of a project team. | E |  |
| Accuracy and attention to detail | E |  |
| Clear ability to manage workload and work under pressure | E |  |
| Access to a car and ability to travel to various locations as appropriate to the demands of the post | E |  |
| Ability to handle a broad range of tasks and information sources. | E |  |
| Ability to assess the impact of the requested amendments to a computerised system. |  | D |
| Ability to analyse user requirements and provide options relating to possible solutions. |  | D |
| Builds confidence in others and can demonstrate business benefits to approaches being recommended. |  | D |
| Ability to connect long-range visions and concepts to daily work. |  | D |

|  |  |  |
| --- | --- | --- |
| Behaviours | Essential | Desirable |
| Puts the customer at the heart of all solutions and approaches proposed. | E |  |
| Ability to negotiate successful outcomes | E |  |
| Confident and self-motivated. |  | D |
| Resilient and tolerant of pressure. |  | D |
| Smart, polite, confident. |  | D |
| Aptitude to plan and co-ordinate their personal workload. |  | D |

Note: Applicants who are disabled (as defined by law) will be guaranteed an interview if they meet the essential criteria provided that this information is noted under the relevant section of the application form.

CAREER GRADE FOR POST

NOTE: Appointment to and progression through linked grades is dependent upon achieving the relevant qualifications and experience details in the Person Specification, management’s discretion as to the need to work at the higher levels to be undertaken, and the postholder’s ability to undertake such work. Normal incremental progression within the grade will apply until the postholder meets the criteria for progression to the next salary grade.

1. BASIC CRITERIA

NOTE: Applicants who are disabled (as defined by law) will be guaranteed an interview if they meet the basic criteria provided that this information is noted on the application form.

Grade 7

At appointment:

* Degree or equivalent qualification in ICT related subject or equivalent practical experience.
* Limited or no previous work experience of systems design and development.
* Practical experience of software development and/or support.
* Ability to work on assigned application projects under general supervision.

Progression to Grade 8: subject to:

* Postholder meets criteria/experience specified for appointment to grade 8 AND
* line managers confirmation of satisfactory performance in the post/undertaking the level of responsibilities required at grade 7 AND
* line managers recommendation for progression to grade 8

Grade 8

At appointment:

* Degree or equivalent qualification in ICT related subject or equivalent practical experience.
* At least one years practical work experience of systems design and development.
* At least one year of experience of software development using programming languages currently in use by the Council development team – (currently this includes SQL, .net, Windows/Unix Batch Scripting, PowerShell, Java, JavaScript, HTML, CSS, Python).
* Able to work independently on application projects assigned by manager.

Progression to Grade 9: subject to:

* Post holder meets criteria/experience specified for appointment to grade 9 AND
* line managers confirmation of satisfactory performance in the post/undertaking the level of responsibilities required at grade 9 AND
* line managers recommendation for progression to grade 9.

Grade 9

At appointment:

* Degree or equivalent qualification in ICT related subject or equivalent practical experience.
* At least three years practical work experience of systems design and development.
* At least two years of experience of software development using programming languages currently in use by the Council development team – currently this includes SQL, .net, Windows/Unix Batch Scripting, PowerShell, Java, JavaScript, HTML, CSS, Python).
* Able to identify and work independently on application projects within the scope of the current ICT strategy.