

Application Support Engineer (Band 7)

Recruitment Profile - This is a summary of the Job Description and Person Specification

About the Role

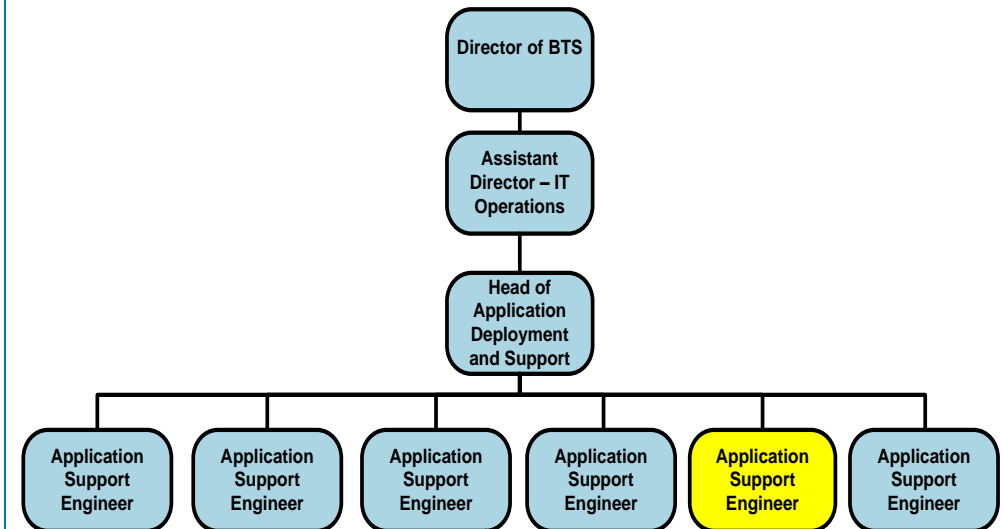
In this role you will be responsible for :-

- Knowledge and understanding of Citrix Thin Client technologies, Azure Cloud Services, Wintel and VMware
- Packaging, deployment, configuration and attesting of major business application software.
- Management, troubleshooting and ownership of third-line technical support for applications, working closely with internal stakeholders and suppliers to resolve incidents, determine the root causes and identify appropriate corrective and preventative action.
- Streamlining and improving existing application delivery methods and processes.
- Research, development and delivery of new application delivery methods.
- Management and delivery of projects directly impacting existing application services, engineering complex technical solutions whilst managing project deadlines.
- Creating and maintaining specialist documentation for highly complex application implementations.

You will be required to travel and spend time away from base, which will involve working irregular hours and overnight stays when required, with prior notice

You will be required to participate in an on-call out of hours rota, which may include evening, weekend and public holiday working

Organisation Structure



About Us

Our **Core Purpose** is to save and improve lives while demonstrating our values every step of the way

Our **ambition** is to be the best organisation of our type in the world by living our **values** every day

Our **Core Values** are: **Caring** about our donors, their families, our staff and the patients we serve; Being **Expert** in meeting the needs of our external and internal customers and partners; Providing **Quality** products, services and experiences for donors, staff and patients

About You

This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process.

Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

Experience and Knowledge

- In-depth Knowledge and experience of application delivery and support using Citrix or other thin client technology
- Good understanding of ITIL and ITSM processes, particularly change and release management
- Specialist knowledge of Windows Server 2003, 2008, 2012 and 2016.
- Specialist knowledge of virtualization technology e.g. V-Sphere, Hyper V, Oracle and OVM

Skills and Abilities

- Be highly articulate and credible, consistently influencing and delivering inspiring, engaging, and meaningful information regarding future direction
- Build collaborative relationships and solve issues by engaging the right people at the right time
- Accept responsibility for achievement of business objectives and creating a shared sense of ownership for service delivery
- Engage widely with customers to seek input into setting strategic objectives and identifying new ideas and improved ways of working
- Demonstrate strong leadership, influence, and accountability for the achievement of results
- Recognise when change is required and demonstrate personal ownership for pursuing, communicating and implementing the change, whilst minimising the motivational impact on others

Qualifications and Training

- Degree plus post graduate diploma or equivalent experience in an appropriate analytical or numerical discipline e.g. ITIL, engineering, computer sciences, economics or business
- Recognised qualification in application deployment and change control eg ITIL Practitioner Certificate or equivalent qualification / experience
- Demonstrates commitment to own continued professional development (CPD)
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