

POSITION DESCRIPTION

Senior Applications Specialist
(POS1073)

Directorate:	Corporate Services	Department:	Information Technology
Position Grade:	Grade 15	Reports to:	Head of IT Operations
Last review:	July 2026	Next review:	July 2027
		Version No.:	1.2

Position purpose:

The Senior Applications Specialists is responsible for the effective operation, support and maintenance of Council's Corporate Applications.

Ensuring applications are maintained to vendor requirements, industry best practices, and pursue innovative approaches to support Council's operations and the customer experience.

Key accountabilities/responsibilities:

Responsible for:

1. Provide an exceptional customer experience to all stakeholders, maintaining a positive and professional attitude in all interactions.
2. Ensure corporate applications are maintained to the highest possible standard of attainable productivity, efficiency and vendor recommendations.
3. Analyse and resolve complex application problems in conjunction with users and application vendors.
4. Improve application functionality and performance and provide suggestions for system and business enhancements, including implementing system configurations.
5. Lead application projects (upgrades, enhancements) and assist users to run their application projects, providing technical and project support where required.
6. Providing technical expertise and knowledge of IT services to resolve incidents and ensure they are managed according to Council's IT Incident and Problem Management procedures.
7. Ensure all relevant incidents and service requests are logged with sufficient detail, including correct classification, allocation, and prioritisation.
8. Lead post-incident analysis to identify the root cause and ensure learnings are documented accordingly.
9. Managing and implementing system changes according to Council's IT Change Control procedures in order to minimise the risk of service outage and disruption to business operations.
10. Establish and maintain effective relationships with business stakeholders, technical teams, project teams, and external service providers to ensure Corporate Applications and solutions are viable, consistent and support business needs.
11. Identify the business' data requirements and implement effective data queries, extracts, and analysis to produce technical and business reports.
12. Implementing and managing system interfaces, integrations, backend data warehouses and batching to consolidate processes and systems.
13. Implementing and maintaining a highly controlled environment through the use of auditing and preventative maintenance practices.

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14. Promote Council as professional, committed and customer focused by providing high level communication, consultation, and quality services.
15. Perform other duties as directed and authorised by the IT Coordinator and Chief Information Officer.

Decisions made in the position:

The position has no formal Delegation of Authority.

Decisions referred:

Not Applicable

Key issues/challenges:

- Rapidly changing trends to application functionality and technology
- Organisation culture and resistance to change
- Prioritising user requests and meeting deadlines
- Managing expectations of users and application functionality limitations
- Satisfying the IT requirements of the internal and external auditors

Key working relationships:

Internal

- Chief Information Officer
- Stakeholders
- Project Managers and Officers
- Departmental Managers and Employers
- Other LCC (Liverpool City Council) Staff

External

- Vendor partners and service providers
- Customers
- External organisations

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Tertiary Qualifications in a relevant role and/or equivalent significant demonstrable experience
- C Class License

Experience

- Minimum five (5) + year's experience supporting and managing:
 - Service delivery using IT Systems including Active Directory, DNS, Group policy, SCCM, Microsoft 365, Airwatch, Airwave, Clearpass
 - Experience in automation and scripting (Powershell)
 - Experience with Cloud technologies, specifically AWS, Azure and Microsoft 365
 - a current Windows Server environment
 - a Hyper-V or similar virtual environment
- Demonstrated experience in the planning and management of server and network Infrastructure.
- Demonstrated experience of data protection and backup solutions.
- Demonstrated strong Change Management discipline for all aspects of IT Infrastructure management including documentation of IT processes and procedures.
- Demonstrated experience in adapting approach to overcome obstacles and re-prioritise conflicting tasks/ competing priorities to manage own time and deliver.

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity.
- Strong working knowledge of Cloud, Server and networking.
- Demonstrated working knowledge of access control, closed circuit television and physical security systems.
- Demonstrated working experience of applications, data and systems security.
- Demonstrated ability in exceeding customer expectations and dealing effectively with dissatisfied customers. This includes the ability to adjust interpersonal style to respond to the needs of others and the situation.
- Strong communication skills, both verbal and written.
- Proven problem solving and diagnostic skills.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Experience working in the Government sector.
- Good working knowledge of Pathway, Technology One and EDRMS suite of Local Government Software.
- Microsoft certification
- ITIL certification.

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous