

ROLE PROFILE

Role:	Application Manager
Reports To:	Geoff Gosling
Role Profile dated	14/5/2025
Signed as approved and correct by line director	Rory Blyth 14-05-2025

This role profile consists of two sections:

1. The **Job Specification** sets out the purpose, business outcomes and key responsibilities.
2. The **Person Specification** sets out the qualifications, experience and behaviour expectations.

Job Specification

Role Purpose:

- Support and maintain the operational service of several key applications for the ECITB.
 - Microsoft Application Stack
 - Service desk & Ticketing system currently Freshdesk
 - Adobe
 - SendGrid

Business Outcomes:

To be successful in this role the post holder must:

1. Stakeholder satisfaction:
 - Act as a bridge between Technology and business teams ensuring alignment of user needs and understanding of the applications.
 - Manage stakeholder expectation both internally and externally to deliver value-focused improvements
 - Provide response to service requests and incidents within the agreed service levels for the organisation
2. Adoption of Microsoft application stack
 - Complete the migration of information from ShareFile to the Microsoft Application Stack using SharePoint.

- Build and maintain internal ECITB portal on SharePoint to allow successful location of all information required by ECITB staff
- 3. Increase end-user productivity
 - Enable employees to effectively use Microsoft Office 365 tools through optimized configurations and training.
- 4. Innovation Enablement
 - Introduce and support emerging Microsoft technologies (e.g., Teams Premium and Copilot).
 - Support the culture of continuous improvement and innovation.
- 5. Data-Driven Decision Making
 - Ensure business units can access meaningful insights through tools like Power BI and Azure Fabric Services.
- 6. Risk Mitigation
 - Proactively manage vulnerabilities, application risks, and vendor dependencies.
 - Ensure business continuity and disaster recovery plans are in place for critical apps.
 - Manage licensing, access controls, and data security effectively
 - Minimize downtime and ensure quick recovery during incidents.

Key Responsibilities:

1. Manage the Microsoft Application Stack and supporting applications.
 - Oversee the deployment, configuration, and maintenance of Microsoft applications stack including but not limited to:
 - Microsoft 365 (Exchange, Teams, SharePoint, OneDrive)
 - Power Platform (Power Apps, Power Automate, Power BI)
 - Azure services (Microsoft Fabric)
 - Support the management and configuration of several applications including but not limited to:
 - Service desk & ticket management system currently Freshdesk
 - Adobe application stack
 - SendGrid mass email provider
 - Ensure all tools are running smoothly and up to date.
2. Serve as the Primary Point of Contact for all technology queries
 - Triage all tickets into the contact management system and action, reassign or escalate as required within agreed service levels.
 - Act as the main liaison between business users and technology for the ECITB application stack working with third-party vendors as required
 - Support the translation of business requirements into functional system improvements or new features on the ECITB application stack
 - Investigate and resolve application issues or escalate them if necessary.
 - Maintain documentation of known issues, solutions, and system configurations.

3. Support and Train End Users
 - Provide user support and training to ensure effective adoption of Microsoft tools.
 - Create user videos, guides, FAQs, and conduct basic training sessions and knowledge shares
4. Manage Application Security and Compliance
 - Administer user access, permissions, and role-based security.
 - Ensure data security, backup, and compliance with ECITB policies
 - Foster close working relationships with ECITB's Cloud Security Manager
5. Handle Application Upgrades and New Feature Rollouts
 - Stay current with Microsoft updates and roadmap.
 - Test and manage the rollout of new features or updates to ensure minimal disruption.

Role Parameters:

It has no line management responsibility and is required to be full-time and home-based. This role will require travel to engage with the key stakeholders to establish user needs.

This role will require a significant level of engagement with various internal and external stakeholders.

This role will also require the management of multiple disciplines within the organisation: it involves system implementation, and adoption for multiple external/internal stakeholders. Some of the technical details will be detailed and complex.

The role will be required to comply with the ECITB projects and programmes reporting requirements.

Person Specification

Experience & Qualifications

- Occupationally related qualification.
- Minimum of 2 years' experience working in Microsoft Application Management roles including demonstrable experience of building SharePoint sites and management of the Microsoft applications stack.
- Experience working in an educational, government, or other non-profit environment.
- Good level of knowledge and understanding of software development, service and supplier management and integration of systems.
- Demonstrable risk management and IT security operations knowledge.

Core Competences

These competences apply to everyone working for the ECITB. They represent the behaviours that promote individual and corporate success and high achievement. They should be read in the context of each individual job and take account of the job's scope and level of responsibility and complexity.

1. Business Acumen

Understands general business and financial concepts. Understands the ECITB and the ECI business, and uses both general and specific knowledge to make appropriate judgements in decision making and dealing with employers and other stakeholders.

2. Delivering quality results

Maintains a high level of commitment to personally getting things done. Delivers results and takes personal responsibility for achieving outcomes. Works effectively with little direction, and is dependable and responsible. Strives for high quality and effective outcomes. Finishes what is started and demonstrates persistence.

3. Customer Focus

Understands that customers are internal and external. Understands customer business needs and provides appropriate solutions. Anticipates, listens to and values customers' needs, suggestions and feedback. Ensures own work output is aligned with customer (internal or external) and stakeholder needs and anticipates future requirements.

4. Planning & Organising

Demonstrates effective organising and planning skills according to organisational and role needs by defining objectives and anticipating needs and priorities. Sets and achieves realistic goals and effectively anticipates deadlines and delivers required results. Where required, liaises with colleagues to use available resources effectively to simultaneously handle several projects. Demonstrates good time management and prioritising skills to handle multiple tasks and deadlines, and develops contingency plans in anticipation of possible obstacles. Constructs realistic time frames for completion and monitors progress. Is able to effectively manage own time and where required, the time of others.

5. Teamwork and Collaboration

Works effectively and collaborates with others toward a common goal. Able to build and maintain cooperative work relationships with others, and values others' input. Completes own tasks for group projects in a timely and responsible manner and directly contributes to reaching the group goal. Assists others to support the group goals.

6. Problem Solving

Demonstrates sound ability to analyse and solve problems within scope of role, through careful rational evaluation of information, and consideration of possible alternatives and consequences. Capable of generating or contributing to effective solutions to problems. Avoids making snap decisions with little or no sound rationale. Able to apply analytical and creative skills depending on the nature of the problem, and persistence to work at the problem until it is resolved.

7. Leadership, taking responsibility

This is both leading others and self-leadership. Regardless of the personal level of seniority, is an active member of the team, taking responsibility, communicating and respecting others' opinions, recognizing opportunities to help out, and offering to take

initiative to get things done. Setting a good standard for others to follow. Understanding the organisation's culture and people so that taking initiative is effective i.e. without stepping on toes. . Where leading others, setting clear vision and purpose, establishing realistic and measurable results expectations, building rapport and sense of team, holding self and others accountable, motivating others, and removing barriers.

8. Communication Skills

Communicates effectively, both verbally and in writing, to a wide range of different audiences in formal and informal settings so that the audience understands the message and a degree of influencing is achieved (as appropriate to the requirements of the role). Messages are clear and unambiguous, use of English is accurate, a professional business tone is adopted.

9. Professional behaviour

Conducts self in a responsible manner and treats others with respect. Responds to work-related problems, pressures, and obstacles in a rational and positive manner. Upholds ECITB's values, shows respect for diversity, and demonstrates a high level of integrity so that the ECITB 'brand' and reputation is enhanced. Demonstrates tenacity and resilience, supports colleagues, and is work-focused and reliable in working hours.

10. Delivering continuous improvement / adapting to change

Seeks opportunities to improve current processes, procedures, systems and methods to promote reliability, quality, and efficient output. Dedicated to the improvement of current work processes. Having a disciplined and detail orientation to own work and constantly looking for ways to improve or willing to alter current practice. Encourages others to apply similar discipline to achieve continuous improvement. Looks for new and innovative ways to deal with changing demands and achieve objectives.