Application Operations Engineer

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| **Budget:** |  | **Function:**  |  |
| **Line Manager:** |  | **Direct Reports:**  |  |
| **Our Vision** |
| Improving access to healthcare for all in the UK to:* Lead your best life
* Prevent you from getting a disease you’re at risk of
* Access the best in care (digital where possible, physical where necessary)
* Manage your long-term condition
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| **Your Role** |
| Responsible for maintaining and supporting the organisation’s software applications, ensuring optimal performance, troubleshooting issues, providing technical support, and liaising with vendors and internal teams. The role involves working closely with end-users, understanding their requirements, and providing timely solutions to any problems they encounter with applications. In this role, you will act as the primary point of contact for users experiencing technical issues, ensuring that problems are resolved efficiently and effectively. You will work closely with cross functional teams and end-users to troubleshoot, diagnose, and resolve application-related issues. Your role will also involve monitoring application performance, involvement in implementing updates, and ensuring the overall stability and reliability of the software systems. You will need to have a strong understanding of software systems, excellent problem-solving skills, and the ability to communicate technical information clearly to non-technical users. You will also play a key role in identifying recurring issues and suggesting improvements to enhance the user experience. This position requires a proactive approach, attention to detail, and the ability to work under pressure in a fast-paced environment. Key responsibilities include responding to user enquiries, documenting issues and resolutions, and collaborating with cross-functional teams to ensure seamless application performance. a strong technical background and a deep understanding of supporting, troubleshooting, and optimising business-critical applications..If you are passionate about technology, enjoy solving complex problems, and have a customer-focused mindset, this role is an excellent opportunity to grow your career in the IT field. |
| **Your Responsibilities & Accountabilities:** |
| * **Operational Acceptance:** Validating and confirming that an application or change is ready for live deployment, ensuring complete and appropriate handover of new or changed applications and all the requirements for ongoing maintenance and support are in place. Collaborating with development and QA teams to ensure that non-functional requirements such as monitoring, logging, and alerting mechanisms are set up correctly to identify any issues post-deployment.
* **System Monitoring & Maintenance**: Monitor and ensure the performance, availability, and reliability of applications, addressing issues proactively before they impact users, ensuring it meets service level agreements (SLAs) and user expectations. Regularly check application logs, track performance metrics, and address any potential problems before they escalate. Ability to take mitigating actions when an unhealthy state is detected on an application or service - place holding pages, restart services, investigate logs and escalate where appropriate. Keep up-to-date with new technologies, industry best practices, and emerging application support tools.
* **Troubleshooting & Issue Resolution**: Respond to, diagnose and resolve technical issues related to applications, working directly with users and IT teams as needed. Coordinate and work closely with cross-functional teams (Development, QA, Network, Database, and Operations) to identify, diagnose and resolve issues in the application environment.
* **Incident & Problem Management**: Maintain incident records, track progress, and ensure that all tickets are closed within agreed SLA’s. Lead troubleshooting and resolution of complex application issues, ensuring minimal downtime and disruption. Escalation and collaboration with other teams when necessary and participate in problem management to reduce recurring incidents.
* **Customer Support**: Excellent communication and interpersonal skills to provide high-quality support and interact effectively with end-users, understand their issues, and provide timely resolutions . Abilty to effectively interact with technical and non-technical stakeholders
* **Collaboration and Continuous Improvement**: Collaborate with cross functional teams (Development, QA, Network, Database, Operations and vendors to resolve application-related issues, implement improvements and support application upgrades.
* **System Deployment & Upgrades:** Work closely with cross-functional teams (such as Database, Network, Infrastructure teams and Vendors) to ensure integration and optimal system performance. Assist in the deployment, configuration, and upgrade of applications across different environments by providing support for application deployments, including performing post-deployment verification and validation. Coordinate with the relevant IT team to validate new features, test deployments, and monitor post-release stability, providing post-deployment verification and support to ensure proper functionality.
* **Support & Documentation:** Create and maintain knowledge base articles to help solve users common application issues and improve time to resolve in future. Provide guidance and technical support to end-users, troubleshooting application issues and ensuring a high level of service. Assist with user guides and liaise with appropriate parties/trainers when training needs are established in order to reduce repeat calls being raised.
* **Data Management & Reporting**: Assist with data analysis and reporting, ensuring data integrity within applications and enabling trends to be identified and escalated accordingly.
* **Automation & Scripting:** Automate repetitive tasks, such as monitoring or issue resolution, using scripting languages or automation tools to improve efficiency.
* **Knowledge of ITIL**: Understanding of ITIL (Information Technology Infrastructure Library) best practices for service management.
* **Systems Thinking:** Understanding the relationships and interconnections between components within asystem and how changes in one area can impact others.
* **Time Management**: Ability to manage multiple tasks, prioritise tasks effectively and work under pressure to meet deadlines.
* **Problem Solving**: Strong analytical, troubleshooting, data interpretation and problem-solving abilities to identify, diagnose and resolve technical issues efficiently.
* **Attention to Detail**: Ability to work accurately and methodically in identifying issues and providing solutions.. Able to articulate and document technical issues and solutions clearly and concisely
* **Health & Safety:** Ensure that you work in a safe manner and remain up to date and comply with the Health & Safety policy statement and procedures and report any incidents to your line manager
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| **Key Connections:**  |
| 1. IT – Engineers, QA (Testers), DBA’s and other IT Support functions
2. Third Party Providers of software or applications
3. Front End System Users
4. Business Stakeholders
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| **Technical Skills**:* Experience with application support tools, monitoring systems (such as App Insights) and troubleshooting methodologies/techniques
* Ability to write and maintain scripts and automation skills (e.g. SQL, Shell scripting, PowerShell).
* Knowledge of databases (SQL) & experience with SQL and database queries
* Familiarity with cloud services (such as AWS, Azure, etc.)
* Knowledge and understanding of workflow automation tools
* Knowledge/use of Low Code/No Code Apps (e.g. Microsoft Power Apps, Azure Logic Apps)
* Experience with specific applications or platforms used by the company (e.g., Salesforce, Jira).
* Understanding of Agile development methodologies and DevOps practices.
* Understanding of networking, firewalls, load balancers, and VPNs.

**Education & Experience:*** **Education**: Bachelor’s degree in Computer Science, Information Technology, Engineering, or a related field (or equivalent work experience).
* **Experience**: 2-5 years of experience in an application support or IT support role. Prior experience with the specific applications used by the company is a plus.
* **Certifications**: Relevant certifications such as ITIL Foundation, Microsoft Certified Solutions Associate (MCSA), or any application-specific certifications may be advantageous.

**Personal Attributes:*** Highly organised and strong attention to detail.
* Ability to work effectively under pressure and in a fast-paced environment.
* A proactive attitude and eagerness to learn new technologies and skills.
* Excellent customer service orientation, with a problem-solving and prevention mindset.
* Strong team player with the ability to work independently when needed.
* Ability to prioritise tasks and manage time effectively.
* Self-Motivated Personal Development - actively working on improving yourself and achieving goals without relying on external pressure, essentially driving your own growth and progress through internal motivation and commitment.
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| **Our Values** |
| Health and access to healthcare have never been more important. With this comes endless exciting possibilities for innovation and growth. The market is evolving quickly, so we need to ensure our customers have access to the leading-edge health solutions they expect and deserve, now and for generations to come. **We’re living in extraordinary times…**By reinventing ourselves, we will reach more customers, giving them increased access to affordable healthcare and unlocking our growth potential. This next chapter is about transformational change for us.**This is our time to survive, drive and thrive…**This is our chance to get ahead and stay ahead. We will ensure our commercial success by moving into new areas of healthcare, and leading with preventative, breakthrough solutions. We will use innovative digital tools, embracing technology to create new partnerships and opportunities. We are passionate about helping every generation lead better lives and get the care they need in real time. To make this a reality, we need to challenge our ways of working, whilst keeping the customer at the heart of everything we do. To *really* make a difference, it’ll take every single one of us across Simplyhealth to step up. **Our cultural movement...**To act with **courage and curiosity**, so we can unlock the opportunities to help customers, colleagues and communities. To operate with **trust and kindness**, working alongside customers, delivering what they need to live their best lives, as well as supporting colleagues as they strive to be their best. Spotlight our passion for **All together healthier**, focusing on self-care and nurturing relationships. We must ensure we are a strong team - one that’s able to build healthier lives for all. We each have an important role to play in this next chapter. Everyone has the freedom to innovate and make a difference for our customers. We need to act at pace and take on newer, braver, creative approaches. We shouldn’t be afraid to fail fast and learn quickly. By being curious and continually pushing ourselves and each other, we will find new and better ways. |
| **Our Behaviours** |
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| Courage and Curiosity | Trust and Kindness | All Together Healthier |
| ***So we deliver profits for a purpose*** | ***Because our customers, colleagues and communities are at the heart of what we do*** | ***Enabling better health outcomes together*** |
| * We make bold decisions and take considered risks, with customer and commerciality front of mind.
* We make things happen and keep things simple.
* We always take the initiative and hold ourselves accountable for the delivery of great results.
* We ask questions and listen intently as every viewpoint and capability counts, and we have the courage to be honest and say what we think.
 | * We invest in relationships to build trust and rapport.
* We listen carefully always trying to find ways to add value.
* We treat each other with care, compassion and kindness, celebrating and embracing differences.
* We strive to make a difference in society, unlocking opportunities for those in need.
 | * We help every generation take control of their health.
* We start with self-care so we can show up at our best, every day.
* We are full of energy and pride in what we do. We focus on self-development to learn and grow, so we can stay up to date and add value.
* We innovate and collaborate on our best ideas. Together, we can drive the changes that are needed to help our business grow, and help our customers live their best lives.
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| * **We have a ‘smart working’ policy with flexible remote working. However, there may be a requirement to attend meetings at our Hampshire head office in line with government guidelines.**
* Some UK travel & overnight stays.
* Reasonable role and task flexibility expected given the seniority of the role.
* May be required to lead other business activities or projects in other parts of the Simplyhealth Group.
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