



# ROYAL OPERA HOUSE

## **JOB DESCRIPTION**

**Role / Title:**               **Applications Support Analyst**

**Reports to:**               **Database Lead**

---

### **Main Purpose of the Job**

Working across the ROH Group:

- To provide management, maintenance and administration of all ROH applications and databases
- To provide second/third line support of all applications
- To manage update and upgrades to applications
- To provide knowledge management and knowledge transfer
- To follow best practice for formal change control, configuration management, formal problem management, knowledge management and release management
- To manage own learning and contribute to a culture of continuous improvement

### **Main Responsibilities**

#### ***Application support***

- Trouble shoot and resolve application / database issues
- Follow Problem Management processes to troubleshoot and resolve recurring issues.
- Respond to second/third line support requests and ensure service levels are maintained
- Liaise with 3<sup>rd</sup> party suppliers on application issues.
- Develop and maintain the application knowledge database ensuring changes are updated and communicated
- Share knowledge of known issues, resolutions, maintenance schedules and common database tasks with the Systems Analysts, ensuring the Systems Analysts are fully supported
- Work with other members of the Applications team and assist with testing of new code and application releases.
- Liaise with Infrastructure team on server / network issues affecting applications or databases.
- Implement processes and controls (technical and non-technical) to improve the performance and reliability of the applications.

### **Database support**

- Monitor database and database resources following best practise and good governance
- Monitor database performance and query throughput.
- Review database logs to ensure the good performance, safety and security of database systems
- Assist Database Administrator with developing and reviewing database maintenance plans to ensure system perform efficiently and effectively.
- Assist Database Administrator with planning, testing and implementing database systems installation and upgrades.
- Administer database security access
- Maintain and develop scripts to manage databases

### **Continuous improvement**

- Play an active role in the team, contributing to the efficient running of the department
- Keep abreast of developments in database applications and administration
- Contribute to a culture of innovation and continuous improvement
- Uphold ROH values and behaviours: Treat each other with **R**espect | Be **O**pen | Value the **H**ighest Standards
- Promote and foster a culture of information sharing, collaborative working and cross-team working
- Manage own learning and continuous professional development relevant to the role

### **Key performance indicators and maintaining performance**

- Ensure high availability of application and database systems
- Ensure value and efficiency through automation and integration
- Ensure high performance of service contracts within the contractual parameters

*This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*

## **PERSON SPECIFICATION**

### **Essential Knowledge / Skills and Experience**

#### **Technology**

- Sufficient experience in IT service delivery (third line application support)
- Knowledge and understanding of Microsoft SQL Server (ideally 2016 or later)
- Administering Microsoft Windows Server including Internet Information Server.
- Understanding of the following technologies or ability to learn:
  - Database systems – MySQL, PostgreSQL
  - AWS - EC2, Cloudwatch, CloudFront, SES, Elastic Cloud, DynamoDB
  - Application Software APIs i.e. REST
- Demonstrable understanding of the principles of networking and internet technologies

#### **Qualifications**

- ITIL Foundation or ability to become qualified ITIL practitioner
- Professional industry membership or willingness to obtain this

#### **Organisation skills**

- Effective problem solving skills
- Good organisation skills and time management with a systematic approach

- Commitment to delivering a high standard of work
- Ability to keep up to date with current technology, methodologies and department procedures and implement change effectively
- Some experience of working with service level agreements

***People skills***

- Able to deal effectively with people at all levels and maintain positive relations with all user groups
- Strong written and verbal communication skills
- Professional and confident communicator
- Consistent high level of customer care and responsiveness
- Commitment to delivering a high quality service both individually and as a team

***Continuous Improvement***

- Commitment to delivering a high-quality service and high standard of work
- Ability to work to and support a culture of continuous improvement
- Commitment to managing own learning and continuous professional development relevant to the role