ROYAL OPERA HOUSE

JOB DESCRIPTION

Role / Title: **Senior Applications Engineer**

Reports to: **Applications Operations Manager or Applications Delivery Manager**

MAIN PURPOSE OF THE JOB

Working effectively as part of the Technology Applications team, you will report to the Applications Operations Manager. You will be responsible for the development and delivery of applications, ensuring high availability, sustainability, and efficiency of our organisation.

You will design, build, maintain and monitor both the operation and data of enterprise applications across the organisation.

Key Responsibilities

- Develop, implement, and maintain the operation of application software, including producing technical requirements, and developing code and documentation.
- Manage data across all enterprise applications both locally hosted and cloud services – this will include both integrations and reporting.
- Ensure data security policies and best practices are implemented and maintained on all applications.
- Mentor where appropriate Junior Application Engineers and provide insight and guidance to new ways of working and act as an escalation point for knowledge.
- Aid the Senior Application Engineers and Applications Operations Manager in continuously developing our applications portfolio, ensuring that the Opera House is kept in line with industry standards and best practices.
- Implement data flows to connect operational systems, data for analytics and business intelligence (BI) systems.
- Document source-to-target mappings.
- Re-engineer manual data flows to enable scaling and repeatable use via Automation.
- write ETL (extract, transform, load) scripts and code to ensure the ETL process performs optimally.
- Build our Cloud Application Infrastructure on ROH Cloud platforms writing Configuration as Code where required.
- Support the ROH business operations where required outside of core hours.

Job Requirements

Skills needed for this role level:

- **Asset and configuration management**. You can maintain secure configuration and accurate information, controlling IT assets in one or more significant areas. You can verify the location and state of assets. (Skill level: working)
- **Availability and capacity management**. You can manage service components to ensure they meet business needs and performance targets. (Skill level: working)
- **Change management**. You can deal with high-impact, complex change requests. You can ensure that release policies, procedures and processes are applied. (Skill level: practitioner)
- **Continual service improvement**. You can identify process optimisation opportunities with guidance and contribute to the implementation of proposed solutions. (Skill level: working)
- **Incident management**. You can lead the investigation and resolution of incidents. (Skill level: practitioner)
- **Ownership and initiative**. You can take accountability for issues that occur and be proactive in searching for potential problems. You can achieve excellent user outcomes. (Skill level: practitioner)
- **Problem management**. You can initiate and monitor actions to investigate patterns and trends to resolve problems. You can effectively consult specialists where required. You can determine the appropriate remedy and assist with its implementation. You can determine preventative measures. (Skill level: working)
- **Service focus**. You can take inputs and establish coherent frameworks that work. (Skill level: working)
- **Service management framework knowledge**. You have a Level 3 service management framework qualification. You can demonstrate knowledge of the life cycle or capability elements of ITIL (Information Technology Infrastructure Library). (Skill level: working)
- **Technical specialism**. You can draft and maintain procedures and documentation. You can set standards for the definition, security, and integrity of objects, and ensure conformity to these standards. (Skill level: practitioner)
- **Technical understanding**. You can understand the core technical concepts related to the role and apply them with guidance. (Skill level: working)
- **Testing**. You can manage the planning of system and acceptance tests, coordinating both functional and non-functional specifications. You can provide authoritative advice and guidance on test planning. You can identify process improvements and contribute to the definition of best practice. (Skill level: practitioner)
- **User focus**. You can collaborate with user researchers and can represent users internally. You can explain the difference between user needs and the desires of the user. You can champion user research to focus on all users. You can prioritise and define approaches to understand the user story, guiding others in doing so. You can offer recommendations on the best tools and methods to use. (Skill level: practitioner)
- **Communicating between the technical and non-technical**. You can communicate effectively with technical and non-technical stakeholders. You can support and host discussions within a multidisciplinary team, with potentially difficult dynamics. You can be an advocate for the team externally and can manage differing perspectives. (Skill level: working)

- **Data analysis and synthesis**. You can undertake data profiling and source system analysis. You can present clear insights to colleagues to support the end use of the data. (Skill level: working)
- **Data development process**. You can design, build, and test data products that are complex or large-scale. You can build teams to complete data integration services. (Skill level: practitioner)
- **Data innovation**. You can understand the impact on the organisation of emerging trends in data tools, analysis techniques and data usage. (Skill level: working)
- **Data integration design**. You can select and implement the appropriate technologies to deliver resilient, scalable, and future-proofed data solutions. (Skill level: practitioner)
- **Data modelling**. You can produce relevant data models across multiple subject areas. You can explain which models to use for which purpose. You can understand industry-recognised data modelling patterns and standards, and when to apply them. You can compare and align different data models. (Skill level: practitioner)
- **Metadata management**. You can design an appropriate metadata repository and present changes to existing metadata repositories. You can understand a range of tools for storing and working with metadata. You can provide oversight and advice to more inexperienced members of the team. (Skill level: practitioner)
- **Problem resolution (data)**. You can respond to problems in databases, data processes, data products and services as they occur. You can initiate actions, monitor services, and identify trends to resolve problems. You can determine the appropriate remedy and assist with its implementation, and with preventative measures. (Skill level: working)
- **Programming and building (data engineering)**. You can use agreed standards and tools to design, code, test, correct and document moderate-to-complex programs and scripts from agreed specifications and subsequent iterations. You can collaborate with others to review specifications where appropriate. (Skill level: practitioner)
- **Technical understanding**. You can understand the core technical concepts related to the role and apply them with guidance. (Skill level: working)
- **Testing**. You can review requirements and specifications and define test conditions. You can identify issues and risks associated with work. You can analyse and report test activities and results. (Skill level: working)

Desirable Skills

- Knowledge of AWS Cloud Services from a Data engineering perspective.
- Knowledge of Azure and SQL Management Studio.
- Knowledge of Backup Systems and Data Security.
- Interest and/or knowledge in modern configuration and automation tools such as Terraform and iPaaS products such as Snaplogic.
- Previous MCSE/MSCA certification accepted.

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


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