# **Job Description** – Applications Support Engineer

**About the Role**

Data and Student Analytics supports stakeholders from across the University by enabling them to make evidence-based decisions using insight and analytics. You will be working in a team which is responsible for developing a suite of web-based applications which initially support stakeholders in understanding student behaviour and performance.

In this role you will be interacting with a cross-functional team that is

developing innovative applications using the latest in technology.

You will be joining a place that is always evolving and innovating to deliver the new opportunities afforded by new technology to offer the best teaching and learning experience to our students. The Open University mission is be open to people, places, methods and ideas. Our vision is to provide a life-changing career for the people who work here and through them and what they do to reach more students with life-changing learning that meets their needs and enriches society.

**Main duties**

* Deploy, maintain and support the web applications delivered by the Applications development team.
* Support the Product team in resolving issues/problems when they arise.
* Troubleshoot issues and support our diverse user base.
* Monitor the performance of the web applications.
* Working closely with developers to identify and fix bugs.
* Resolve bugs with hands-on development, when necessary.
* Escalating issues when appropriate.
* Ensure consistency of use in build and deployment processes.
* Defining and adhering to Service Level Agreements.

**Skills and Experience**

**Essential:**

* Experience of working in a technical applications support role, maintaining web applications (Front-end and Back-end).
* Knowledge of Azure suite, ensuring efficient data storage and retrieval in a cloud environment.
* Knowledge of using an Enterprise ticketing system.
* Understanding of Service Management standards including Incident, Problem and Change management using ISEB ITIL Foundation.
* Systematic, logical approach to troubleshooting and incident/problem investigation.
* Good understanding of Software Development Life Cycle using Agile principles.
* Able to plan and prioritise work.
* Good communication skills.
* Ability to work collaboratively but also act on own initiative.
* Demonstrates a commitment to continuous learning and development of technical skills.

**Desirable:**

* Experience of working with .Net or similar.
* Experience of writing scripts in C# or similar language.
* Experience of working in the Higher Education sector.

*The Open University is committed to equality, diversity and inclusion which is reflected in our mission to be open to people, places, methods and ideas. We aim to foster a diverse and inclusive environment so that all in our OU community can reach their potential.  We recognise that different people bring different perspectives, ideas, knowledge, and culture, and that this difference brings great strength.  We strive to recruit, retain and develop the careers of a diverse pool of students and staff, and particularly encourage applications from all underrepresented groups. We also aspire to make The Open University a supportive workplace for all through our policies, services and staff networks.*

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