About us...

Lincolnshire Co-op is a long-standing, community-focused organisation proud to serve the people of Lincolnshire and surrounding counties. Our Support Centre, based in Lincoln, is the operational heart of our business. It's home to a range of specialist teams who work behind the scenes to support our front-line colleagues and ensure we deliver exceptional service across all our trading areas.

Essential Information – what you need to know

Job purpose:	- Taking responsibility for managing a subset of applications within the Society's portfolio through their entire lifecycle. - Working closely with the Applications Manager to ensure application performance, reliability and continuous improvement.
You'll report to:	- IT Application Support Manager
Your hours:	- 37.5 hours per week (FTE)
Your relationships:	- SME's, managers and colleagues across the Society. - Colleagues from across Lincolnshire Co-op, including People, Learning and Development, Communications, Health, Safety and Security among others. - Third-party suppliers and vendors to resolve escalated issues and ensure service continuity.
What you'll bring to us:	- Proven experience as an Applications Analyst or in a similar role. - Familiarity with ITIL or similar frameworks. Experience with specific applications or technologies relevant to the Society's portfolio. Including but limited to: Microsoft Technologies, SQL, iOS, Android, Anti-Virus technologies, SaaS solutions and POS solutions - Ability to work effectively in a team environment. - Strong understanding of application lifecycle management and maintenance practices. - Experience supporting change projects and managing application-related incidents. - Excellent problem-solving and analytical skills. - Good communication and interpersonal skills.

Together we are



Providing and supporting valued services



Helping to grow the local economy



Caring for our health and wellbeing



Looking after our local environment

Your Purpose – I will contribute to **my team and the Society's ongoing success in this role by…**

Your duties and responsibilities:	- Managing the lifecycle of a designated subset of applications, from introduction and maintenance to end-of-life and decommissioning. - Ensuring applications are aligned with business needs and operational requirements throughout their lifecycle. - Supporting change projects by providing expertise and input related to the applications domain. - Assisting in planning, testing and implementing changes to applications, ensuring minimal disruption to services. - Supporting the incident management process by providing timely and effective resolution of application-related incidents. - Collaborating with the team to identify root causes and implement corrective actions to prevent recurrence. - Conducting regular maintenance activities, including upgrades, patching and performance tuning for assigned applications. - Ensuring applications are up-to-date and comply with security and operational standards. - Monitoring application performance and availability, identifying and addressing issues proactively. - Generating reports on application performance, usage and other relevant metrics to inform decision-making. - Maintaining comprehensive documentation for assigned applications, including configurations, procedures and support guides. - Sharing knowledge and best practices with the IT team to enhance overall application management capabilities. Working with suppliers to resolve technical issues to implement application updates or enhancements. - Assisting in evaluating supplier performance to ensure adherence to service agreements.

Together we



- Trustworthy – we do what we say we'll do and trust others to deliver to the best of their ability
- Helpful - we support and challenge each other collaboratively, no matter the role or level.
- Respectful - we listen to other views and opinions with consideration and celebrate differences.
- Inspiring - we role model what good looks like and lead by example to be better.
- Valued - we recognise achievements and appreciate everyone's contributions.
- Empowered - we listen and encourage each other to take opportunities.

Your Approach – how you will contribute to **your team and the Society's ongoing success in this role.**

I will be trustworthy by:	- Managing the lifecycle of assigned applications from introduction to decommissioning. - Ensuring applications meet business and operational requirements consistently. - Monitoring performance and availability, addressing issues pro-actively. - Maintaining accurate documentation, including configurations, procedures, and support guides.
I will be helpful by:	- Supporting change projects by providing application expertise and guidance. - Assisting in planning, testing, and implementing changes with minimal disruption. - Collaborating with the team to resolve incidents and identify causes. - Working with suppliers to implement updates, resolve issues, and enhance functionality.
I will be respectful by:	- Listening to input from colleagues and stakeholders to meet user needs. - Acknowledging contributions from team members in problem-solving and improvements. - Sharing best practices and knowledge across the IT team. - Ensuring operational changes comply with security and organisational standards.
I will inspire others by:	- Conducting regular maintenance, including upgrades, patching, and tuning. - Driving initiatives to improve application performance and service reliability. - Leading by example in effective application management. - Encouraging proactive problem-solving and innovation within the team.
I will value people by:	- Recognising successful project outcomes and improvements in application management. - Providing feedback to enhance team skills and performance. - Celebrating milestones such as upgrades or incident resolutions. - Acknowledging the role of suppliers and colleagues in delivering quality services.
I will empower others by:	- Investigating issues promptly and taking ownership of resolution. - Planning preventative measures to reduce future disruptions. - Analysing performance metrics to inform decisions and optimise applications. - Encouraging team members to suggest improvements and implement changes.