

About us...



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

<p><b>Job purpose:</b></p>	<ul style="list-style-type: none"> <li>- Responsible for managing a subset of applications within the Society's portfolio through their entire lifecycle.</li> <li>- Working closely with the Applications Manager to ensure application performance, reliability and continuous improvement.</li> </ul>
<p><b>You'll report to:</b></p>	<ul style="list-style-type: none"> <li>- Application Support Manager</li> </ul>
<p><b>Your hours</b></p>	<ul style="list-style-type: none"> <li>- 37.5 hours per week.</li> <li>- Typical working hours will be Monday – Friday, 8.30am – 5.00pm.</li> </ul>
<p><b>Your relationships:</b></p>	<ul style="list-style-type: none"> <li>- A wide range of internal and external contacts, networks and collaborative partnerships.</li> <li>- A wide range of internal and external contacts, networks and collaborative partnerships with our Infrastructure, IT Support, Cyber Security, Service Delivery and IT Solution Delivery teams.</li> </ul>
<p><b>What you'll bring to us:</b></p>	<ul style="list-style-type: none"> <li>- Proven experience as an Applications Analyst or in a similar role.</li> <li>- Familiarity with ITIL or similar frameworks.</li> <li>- Experience with specific applications or technologies relevant to the Society's portfolio. <b>Including but limited to:</b> Microsoft Technologies, SQL, iOS, VMWare, Hyper-V, Citrix, Netapp, Palo Alto, Dell, Aruba, Anti-Virus technologies, SaaS solutions</li> <li>- Ability to work effectively in a team environment.</li> <li>- Strong understanding of application lifecycle management and maintenance practices.</li> <li>- Experience supporting change projects and managing application-related incidents.</li> <li>- Excellent problem-solving and analytical skills.</li> <li>- Good communication and interpersonal skills.</li> </ul>

## 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 are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

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

### I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving customer complaints and take corrective action.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.

### I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Taking pride in my work and celebrating success.

### I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.