

Job Description Business Applications Support Manager

1. General Information

Role Title:	<i>Business Applications Support Manager</i>
Division:	
Reporting To:	Manager Infrastructure & Applications Support
Position Number:	
Date:	
Status:	

2. Context

Shared Services (SS) is a provider of technology and business consulting services to Company X departments.

SS offers a portfolio of services that are available to all participating Company X departments and provide enhanced value for money from economies of scale together with uniform processes and technical architecture. It aims to adopt “best practice” in terms of business processes and governance as the foundation for enabling a strong customer and service oriented culture.

3. Role Overview

This role has ownership of the efficient functioning of the business applications operational environment that supports the delivery of SS services. This includes the business applications and database systems that comprise the applications operational infrastructure.

The operating infrastructure is the foundation of the services that the SS delivers to owner departments. As such, this role is responsible for ensuring that the business applications infrastructure is robust and operates in a reliable manner consistent with agreed service levels.

The SS has adopted the IT Infrastructure Library (ITIL) framework as the service support process set to be used in running the infrastructure. Drawing support from process owners, this role has operational accountability for ensuring that the relevant services are delivered in line with operating processes, and managed and monitored in a consistent manner across the business applications support teams.

As the Applications Support Manager is responsible for one layer of the technology stack, this role will need to work closely with other support managers to ensure that all layers are interoperating effectively to maintain delivery of service to the customer. This includes close collaboration with peers to ensure that operating processes are implemented in a standardized manner across all teams to ensure consistent outcomes.

This role will also contribute specialized knowledge of business applications from the operational perspective to value add services of the SS such as risk management, security provisioning and business continuity. It will also contribute operational knowledge to development of the technical architecture and related standards.