JOB PROFILE

1. JOB DESCRIPTION

Job Title:	**Business Applications Specialist**
Work Location:	**LRA Head Office**
Division:	**Operations Support**
Paterson Grade: C4	**Last reviewed: September 2021**

2. JOB PURPOSE

To be responsible for supervision of applications and software design, development and acquisition, in order to provide solutions that deliver business value and are aligned with the Application Architecture.

3. ORGANISATIONAL STRUCTURE

Organizational structure showing the position with two (2) levels above and One (1) level below
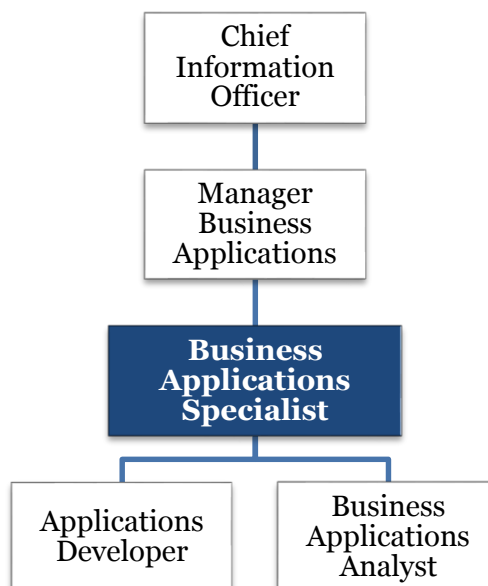
4. KEY RESPONSIBILITIES

Key Performance Areas	Duties and Responsibilities:
Supervision	➢ Lead the Business Applications function to meet the objectives of the unit. ➢ Plan, manage and control resources within the unit for efficient and effective allocation and utilization. ➢ Plan and direct employee development, performance management processes and programmes to enhance staff capability and capacity. ➢ Mentor and coach unit team through setting performance targets, giving feedback and addressing limitations in performance and supporting staff to improve performance. ➢ Implement interventions to ensure a responsive and efficient service to clients. ➢ Sustain working relationships and communicate the status, plan of action, and resolution of issues to internal and external stakeholders to enhance a conducive working environment. ➢ Orchestrate project activities relating to business applications delivery and address impediments, within Scrum and other SDLC settings.
Business Applications Design, Development, Acquisition and Maintenance	➢ Oversee the development of all applications systems specifications, processes, designs, source code, modules, packages and required integrations between the systems. ➢ Facilitate the evaluation and selection of systems and applications in line with Authority's Supply Chain Management policies and procedures. ➢ Ensure development of new application systems products to phase out and retire old products in line with LRA's standards and procedures. ➢ Monitor and report on the progress of systems development projects and deal with exceptions, problems and unforeseen events in a timely manner. ➢ Supervise assessment of user needs to ensure Business Application support and proactive service, including analysis of opportunities in order to take advantage of available tools.

	- Advise on resolution of conflicting requirements across the authority and/or departments. - Supervise implementation of specific information and technologies that support the business plans and I&T strategies. - Supervise the release process for applications which includes effective change communication.
Solution Architecture	- Translate business and technical requirements into an architectural blueprint to achieve business objectives and documents all Solution Architecture design and analysis work. - Provide deliverables like standard definitions, reference models and architecture designs to help the Enterprise Architecture Committee assess the impact of new and ongoing technology investment on the business and IT estate. - Lead evaluation, design and analysis for the implementation of Solution Architecture across a group of specific business applications or technologies based on Business Architecture. - Manage and develop the architecture for a broader scope of projects or products, working closely with Application Architects who manage and design architecture for a single project or product or initiative. - Design and direct the governance activities associated with ensuring Solutions Architecture assurance and compliance. - Monitor the current-state solution portfolio to identify deficiencies through aging of the technologies used by the application, or misalignment with business requirements. - Provide consulting support to other Architects within agile teams to ensure the project or product is aligned with the overall enterprise architecture.

IT Security Management	➤ Design application software security solutions and specifications in accordance with information security policies, standards, and Application Security framework. ➤ Perform quality assurance of all Business Applications security implementations and configurations. ➤ Research threats and vulnerabilities and, where appropriate, take action to mitigate threats and remediate vulnerabilities. ➤ Review, assess, and mitigate penetration tests and vulnerability assessments on business information systems. ➤ Monitor information security vulnerability from vendors and third parties.
Policies, Systems and Controls	➤ Oversee the development, maintenance, enhancement and implementation of the Authority's systems development standards, methods and procedures. ➤ Define the principles, guidelines, standards and solution patterns to ensure solution decisions are aligned with the enterprise's future-state architecture vision. ➤ Participate in the development and review of systems, policies and procedures in accordance with the best practice and standards to enhance service delivery to clients.
Reporting	➤ Provide monthly and quarterly reports on implementation of Sectional initiatives for accountability and performance monitoring.

5. Work Conditions
• National Travel • Electronic mail • Extended hours • Meetings/Workshops

6. JOB SPECIFICATIONS

1. Education *(Minimum education level requirements)*

Qualifications	A Bachelor's degree in Software Design, Computer Science, Engineering or Information Technology/Systems, or related field

2. Experience *(minimum necessary experience required)*

Degree	Five years of demonstrable and progressive work experience in software development or business and Process analysis and Strong knowledge of Business Application Development and/or Business Processes Improvement

3. Training *(essential training necessary in addition to the above experience to perform the job)*

- Strategic Leadership and Management Development
- Service Excellence
- Business Applications Development
- Change Management

4. Supervisory Competencies

Agility: dynamic and a possibility-oriented thinking

Team Player: actively able to build effective work teams, willingly works in corporation with others to achieve a common goal

Service Culture: prioritizing customer service in all business activities, decisions and every day operations

Communication: continuous exchange of knowledge, information and ideas in order to clarify, persuade, influence, engage and build trust

Conflict Resolution: mediate and resolve issues within the team and other stakeholders

5. Professional Certification

Any relevant and recognized professional certification

6. Core Competencies

Behavioral Competencies

- Excellence in execution
- Agile Innovation
- Judgment & decision making
- Behavioral change and Influence/persuasion
- Analytical ability
- Ethical

Functional Competencies (Technical)

- ITIL Foundation
- Information Security Policies
- IT Systems and Applications
- Business Processes

7. Values

- **We care –** Showing concern for others
- **Responsive –** Reacting quickly and positively to solve client problems
- **Service First -** Serve timeously with a good attitude and empathy
- **Shared Ownership –** sense of ownership in LRA business