

Application Support Manager

Line Manager

Head of Data Insights

Overall Purpose

The Application Support Manager will be responsible for prioritising and coordinating Data Insights IT requirements in order to achieve operational success and process improvement. Additionally, you will also be responsible for the management of the Data Platforms, ensuring the strategy and delivery of platform functionality meets the business needs. The candidate will be responsible for ensuring the smooth implementation of new IT solutions for system users. It is important that the candidate can consider the user experience and the business requirements. The candidate will need to provide a development plan that facilitates ongoing growth of the department services.

This is a hands-on management role, the successful candidate will be managing a team of Data Support Analysts, Systems Tester and Insight Platform Consultant. This role is ideally suited to someone looking to develop or expand their leadership skills and be involved in steering the departments IT development. They will work closely with the IT department, the Data Operations Managers, and the EPIC Manager, as well as interact with the Exec.

Key accountabilities

Responsibility	Objectives
To plan and prioritise the departments IT requirements	<ul style="list-style-type: none">• To be the main point of contact for the operational teams and the IT department• In partnership with the IT department develop a plan to implement IT improvements within the department• Ensure IT development is successfully tested before release• Ensure that you liaise with operational managers so that any IT roll out does not have significant operational issues
To be responsible for the strategic development plan of the Data Platform	<ul style="list-style-type: none">• Oversee the successful roll out of each platform• Liaise with the sales team and platform consultant to manage demand for the platform• Contribute towards a platform roadmap and timelines
Demonstrate Strong Management Skills	<ul style="list-style-type: none">• Motivate and manage a team

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	<ul style="list-style-type: none">• Identify areas of development for team members and set objectives to ensure personnel continue to develop and progress• Work with the operations teams to communicate projects and IT solutions• Correspond with operational teams to provide visibility on development prioritisation
Management of Data for Operations	<ul style="list-style-type: none">• Become an expert in utilising in house software systems; including data input and analyses of weights information
Contribute to consistently improving and innovating the Data Service	<ul style="list-style-type: none">• Proactively seek out opportunities to make efficiencies and further develop the service• Inspect and advance current procedures• Optimise data automation practices with the IT department

Experience, Skills

- Positive, proactive, enthusiastic and approachable
- Ability to quickly take on large quantities of technical information
- Excellent communication skills, both written and verbal
- Excellent planning, scheduling and organisational skills
- Solution orientated and problem-solving ability
- Ability to effectively communicate with all levels of the organisation
- An interest in environmental issues is desirable

- Must have operational process improvement and IT experience
- Management experience is desirable

Qualifications

- Degree Educated – required

Contact Us

For more information please call 03450 682 572 or email careers@valpak.co.uk