

**Job Title:** Applications Engineer  
**Reporting to:** Development Ops Manager  
**Directorate:** Digital, Data and Technology  
**Direct Reports:** 0

**Job Band:** 3  
**Team:** Development Ops

## Job Summary

The post-holder will work as part of the Development Ops Team, responsible for managing and supporting business technology services, applications and platforms across the organisation. This includes delivering third line support services, enhancements and deliverables as a workstream on larger projects. They work to a DevOps methodology balancing service needs and solution delivery, prioritising workloads and identifying opportunities to improve technical solutions and the overall user experience at every opportunity.

They will work to challenging deadlines; leveraging and utilising existing and new technology platforms to their fullest; keep up to date with external legislative requirements; and ensuring minimum interruption to all services at all times.

## Key Responsibilities

- Own the resolution of all assigned incidents, service requests and problems within defined SLAs
- Identify, escalate and assist resolving P1 and P2 incidents and act as a key part of resolution teams
- Monitoring of applications, platforms and data-sets, taking timely preventative action to avoid service interruption
- Action critical maintenance tasks to COTS applications including PowerPlatform to ensure continuation of service
- Work as a key member of project teams to action critical tasks to challenging deadlines
- Work to a DevOps methodology within assigned squads under the direction of the Product Owner
- Build strong relationships with business stakeholders at all levels, acting as subject matter expert for applications and data
- Translate complex business goals and objectives into technical solutions using existing platforms and technologies
- Work with third party suppliers to deliver enhancements and fixes to problems to a satisfactory level
- Produce documentation and knowledgebase articles along with other knowledge sharing activities such as training and workshops to ensure knowledge sharing within the team
- Engage with service transition to ensure new services are successfully delivered
- Keep up to date with new technologies and legislative processes which influence these
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

## Important things you need to know about this job

- Working a 35 hour week with options to work remote within UK, from nearest England office or hybrid options
- Willing to travel away from home for meetings with customers and suppliers with occasional overnight stays
- Able to work unsociable hours as required to support project delivery, quality assurance or upgrades

## Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
A-Level (or equivalent standard qualification) in computing or a related subject	✓	
Power Platform Microsoft Certified	✓	
ITIL/PRINCE2 Certified		✓
<b>Experience</b>		
A minimum of one year working within an application team at a similar scale organisation	✓	
Working to a DevOps Methodology		✓
Working with business-critical applications and complex data sets	✓	
Working with enterprise scale ERP and CRM application platforms		✓
Working with business stakeholders and product owners to understand complex issues or requirements for solutions	✓	
Working with an ITSM/ITIL tool for managing and recording work (such as Jira)	✓	
Working within solution delivery environments using agile and waterfall methodologies	✓	
Working within cross-functional teams to solve incidents or deliver high profile project work	✓	
Supporting internally developed bespoke applications		✓
Working in a charity or healthcare organisation		✓
<b>Skills, knowledge and abilities</b>		
Product knowledge configuring, developing and maintaining: - MS Dynamics 365 - MS Power Platform (Power BI, Power Apps, Power Automate)	✓	
Knowledge or understanding of SharePoint Online		✓
Commercial off the shelf system support and development		✓
Gathering, analysing and documenting business requirements	✓	
Developing technical options and delivering solutions to meet business requirements	✓	
Debugging complex solutions and identifying root cause issues	✓	
Performing quality assurance testing and supporting UAT	✓	
Change management, deployment and release	✓	
Creating and maintaining technical documentation and schematics	✓	
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
<b>DBS Requirement</b>		
Does the role require a DBS check to be carried out to be successful for the role	Yes	No
		✓



This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: AL

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