

JOB TITLE:	Application Support and CMDB manager
DEPARTMENT:	IT
JOB HOLDER:	
REPORTS TO:	Head of Application Support

Purpose of the Job:

- Maintains the Configuration Management System, including the CI data model and relationships
- Work with Head of application support to build and maintain a high performing team to support all applications across Brits IT estate and that consistent support processes are in place across all teams.
- Manage all application support teams and deal with any escalations.
- Work with support teams to ensure that SLA's are met.
- Assist with application support budget.
- Manage major incidents

Budget and Headcount Information:

Assist head of application support in managing application BAU budget for all areas. Total headcount will be 15 support staff mainly based in Pune.

Principal Accountabilities:

Key Activities:

Application support

- Manage support teams across all applications
- Ensure all team members have sufficient training to perform their role
- Work with support teams to ensure that support processes are continually improved and that they are operated and enhanced to meet evolving Brit cloud strategic needs.
- Report on incident process adherence as required.
- Work with support teams to ensure that a consistent support process is followed across all applications.
- Ensure that all teams follow standard change process.
- Audit support teams and manage escalations as required.
- Work with major incident manager to ensure that MI are promptly resolved.
- Ensure that support documentation is maintained and reviewed.
- Work with head of application support to ensure that for projects moving into support all service readiness requirements are met.
- Communicate day-to-day activities and challenges to Head of application support
- Mentor/develop/motivate staff with ongoing evaluation of direct staff for required skills and experience.

Budget and Licence Management

- Work with head of application support to complete application controls and manage any findings
- Work with head of application support to provide licence information and manage accordingly.
- Work with the IT Security team to ensure all IT Support services satisfy internal and external risk and compliance requirements
- Assist head of application support on all application budget issues
- Assist head of application support to review and approve invoices and expenses in a timely manner

Maintain and improve CMDB

- Maintains the Configuration Management System, including the CI data model and relationships
- Ensuring the integration between CMDB and any Discovery source is up and running.
- CI Types and assuring relationships are kept accurate
- Ensuring that all information within the CMDB is accurate and up to date.
- Respond to requests for reports and audits
- Review changes to assess impact to CMDB

Major incident management

- Manage MI from notification to completion.
- Follow up MI actions
- Improve MI process as required.
- Provide MI reporting as required

Regulatory Conduct Rules

- Act with integrity.
- Act with due skill, care and diligence.
- Be open and co-operative with Lloyd's, the FCA, the PRA, and other regulators.
- Pay due regard to the interests of customers and treat them fairly.
- Observe proper standards of market conduct.

Education, Qualifications, Knowledge, Skills and Experience:

- Working in IT Service Management and application support with people leadership responsibilities.
- Experienced in ITIL Service Management methodology with a formal qualification
- Experienced in managing providers of outsourced IT services
- Demonstrated leadership and people management skills
- Excellent communication skills, both written and oral
- An understanding of UK general insurance is desirable
- Experience of SOX and regulatory controls
- Experience in setting and delivering strategic improvement to applications
- Experience in Major incident management.