3rd Line Applications Support
Reporting to: Applications Manager

The 3rd Line Applications Support reports directly to the Applications Manager and is a key part of the Applications team, in the development and maintenance of W&R's applications, systems, integrations and data solutions in line with business and client requirements.

Technology leadership is provided in the areas of custom software development, web application development and overall application integration for our core business applications portfolio. This individual will work closely alongside the Applications Manager and with other members of the Applications team providing IT applications functionality across our business units in all locations.

The 3rd Line Applications Support duties are complex, specialised, technical and analytical in nature, requiring careful planning and execution in order to achieve the best results.

Key Responsibilities

Database Administration (SQL)
- Assist and support the Applications Manager in the design, deployment and maintenance of a scalable MS SQL based solution, including test environments, to support the needs of the Main and Renewals Patricia databases ensuring high levels of performance, availability and security across the firm.
- Working with the Applications Manager to provide management and systems monitoring of the systems' health and performance of SQL based solutions
- Working with other team members and key stake holders in the firm to design, test and deploy reports and data imports/extracts to support the entire firm and its clients.
- Assist with the analysis and correction of issues in real time
- Refine and automate regular processes, track issues and document changes.

System Configuration/Security
- Assist and support the Applications Manager to specify and ensure the correct set-up and ongoing management of systems
- Manage, determine and set system permissions to ensure that user's only access what is required for their particular job role
- Determine software development solutions meet pre-defined business requirements
- Report IT security concerns to the Applications Manager

IT Support
- Developing and supporting a data cube to enable efficient and responsive reporting.
- Providing specialist support to users of the Patricia system.

Application Support
- Support the Records and Renewals teams in take-on's of new case portfolios into Patricia
- Support the UAT (User Acceptance Testing) groups to ensure that all changes to the systems – whether in-house changes such as workflows or Patricia

patches/upgrades – are thoroughly tested and results fed back as appropriate
before make the changes live.

<u>System Improvement</u>
- Where required, working with Patrix and other suppliers or outside contractors to design and enhance the Firm's applications and any other services which depend upon them.
- Keep abreast of the firm's needs and identify where systems can be configured to perform day-to-day tasks more efficiently.
- Make recommendations on system improvements to the Applications Manager.

<u>General</u>
- Assist the Applications Manager as and when required with IT related projects.

Technical Skills

- Configuration of enterprise systems to include security and multiple levels of access
- Knowledge and experience of system testing procedures
- SQL database administration, scripting and scheduling
- Experience of SSRS and SSIS essential, experience of SSAS desirable.
- Working knowledge of VMWare, Windows Server and Active directory
- Knowledge of PC, server and printer hardware
- Administering, maintaining and supporting databases and 3rd party applications
- Experience with database management.
- Experience with Information system troubleshooting.
- Demonstrated skill in developing automated business systems.
- Knowledge of system design, development, implementation, and user support principles and practices.
- Skills in gathering, analysing, and synthesizing data from a variety of internal and external sources
- Any Patricia exposure would be nice to have but not essential.
- Exposure to any enterprise document and/or case management system is preferred.
- Knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook) is essential, advanced knowledge of Excel is preferable.

Professional Skills

- Proven project delivery experience and a resourcefulness to complete project work with little management or supervision.
- Able to identify working practices, business needs and understand the business environment
- Develop and improve IT applications to support needs of the business
- Excellent analytical and problem-solving skills.
- You must be used to working in small teams, with a hands-on approach and be an end to end dynamic problem solver.
- High commitment to customer service delivery
- Ability to translate technical information to business stakeholders and vice versa
- Keen interest in and understanding of new technologies and how these can support the business strategy
- You will have the skills and experience to promote and implement operational procedures, tools and best practice
- Plan and design future IT solutions to ensure the offer is fit for purpose and responds to current and future business need, based on knowledge of industry technology trends

- Maintain the trust and confidence of all customers by ensuring the services are reliable, secure, and efficient, and projects are delivered to committed expectations

The Firm

Withers & Rogers was founded in 1884 and is dedicated to providing expert services across the full range of Intellectual Property law in the UK, Europe and Worldwide. The Firm advises on the protection and enforcement of intellectual property rights for inventions, designs, artistic works and Trade Marks. We have wide commercial and industrial experience and our technical expertise covers all major technologies. In short, we are a full service Patent and Trade Mark firm.

The Firm uses a wide range of software to provide both feature rich and highly customised tools to users. There is a constant background of data processing projects to meet ever changing needs including major workflow applications using SQL servers and many other third party utilities. The user workstations and servers are based on Microsoft Windows.

Hours and Basis

This is a full time, permanent role. Working hours are Monday - Friday 9:00-5:00pm with an hour for lunch, however alternative start/finish times will be considered. Extra hours may be required to ensure duties are fully discharged and flexibility over end time would be appreciated. Overtime is not paid but time off in lieu may be applicable.