

Map of Medicine Job Description

Job title:	Application Operations and Support Engineer
Department:	Innovation, Development, and Support (IDS)
Reports to:	Application Operations and Support Manager
Update:	31 July, 2008

Job Dimensions and Justification

Map of Medicine Ltd is a highly successful business with a UK market leading position in the provision of actionable healthcare knowledge in the form of best practice clinical pathways. The Company is a wholly owned subsidiary of Hearst Corporation, reporting into Hearst Business Media operating group.

The role of the Application Operations and Support Engineer is to ensure our applications are delivering the highest level of service to our users. This person will work hands-on with our hosted applications, carrying out maintenance, upgrades, new deployments, and troubleshooting. They will provide support to our internal customers and third/fourth line support to our customer organisations on the use of our applications. Support Team members are also heavily involved in the software development process, providing input in software design to ensure it will be ready for operations and support, carrying out staging and deployment of upgrades, etc.

The role will suit someone with experience in third-line support looking for a second job, or a bright candidate with second-line support experience and a good understanding of hosted application technologies looking to move into third-line support. The candidate should be prepared to work in a small team where everyone does everything, in a rapidly changing environment with high expectations for being able to work in a structured and customer-focused manner.

Specific Duties

- Work with the Implementation, Marketing, and Content teams as well as other teams in the Innovation Development and Support (IDS) Department and management to ensure the Support Team is delivering to the needs of the business
- Learn our full application suite and be able to carry out key tasks for all of them
- Take responsibility for one or more specific applications and provide leadership to the team and business on its operational and support aspects
- Take responsibility for the support relationship with one or more customers, ensuring the team is aware of deliveries, requirements, and being the main point of contact for planning issues
- Weekly on-call responsibility, taking the support phone and being available to respond to emergency issues. Occasional out-of-hours work for maintenance work, compensated with days in lieu

Critical performance areas

- All SLA's, internal and external, are met for availability, performance, incident management and request fulfilment
- Support calls and operational tasks are carried out efficiently, correctly, and on time, with transparent communication with stakeholders
- Work to the needs of customers and the business
- Contribute fully to the continual improvement of the knowledge and practice of the team, department, and company

Pre-requisites/Experience

- A degree (or equivalent) in Computer Science, Software Engineering, or related field or equivalent experience,
- Experience in second or third line support of at least one different hosted application, having been through at least two deployments of new or upgraded releases of the application
- Technical knowledge of at least two of the following areas: java application servers, apache web servers, Linux operating system, databases, scripting, infrastructure management (monitoring, configuration management, networking, security, etc.)
- Understanding the concepts of N-tier hosted application architectures (web/app/database), load balancing, firewalls, and related topics
- Good Linux skills
- Desired: Healthcare indust