

JOB DESCRIPTION

JOB TITLE:	IT Application Support Technician
DATE:	April 2025
DEPARTMENT:	IT Projects and Services
REPORTS TO:	Senior Systems Analyst
PURPOSE OF THIS POSITION:	To provide IT support to the department and to the wider business on a wide variety of applications including SQL, BI, design and project implementation, whilst incorporating exceptional customer service and communication.
ACOUNTABILITIES:	<ol style="list-style-type: none"> 1. To provide support to the airports' core applications, including SQL, BI, and M365/SharePoint 2. Manage calls, tasks & incidents using the IT Service Desk ensuring all response calls and fixes are within agreed Service Levels. 3. Provide and deliver effective support on any IT related projects 4. Keep IT documentation and administration up to date, including network diagrams, Standard operating procedures. 5. Interact in a cross team capacity with skills & knowledge sharing to ensure familiarity of all infrastructure, business systems, security & IT processes. 6. Understand & support the NIAL business strategy and its main objectives, including delivery of the relevant components of the IT Strategy 7. Maintain effective relationships with NIAL departments & business partners, incorporating delivery of exceptional customer service and communication to all parties, promoting cyber security at all times. 8. Maintain knowledge and awareness of existing, new and emerging technologies & trends; assimilate new technology into the work environment; whilst advancing technical and business proficiency through a formal education process and delivering assignments to provide best in class IT solutions & service delivery 9. Ensure that self, colleagues and Business Partners comply with Health & Safety regulations including relevant NIAL procedures. 10. To actively partake in the 24 x 7, 365 on-call system, providing support for critical IT systems & incidents including IMC & BC as required, when key IT skills are developed.
COMMENTS:	In addition to the above responsibilities & tasks which the job normally entails, you may, from time to time, be required to undertake additional or other duties as necessary to meet the needs of the company's business on either a temporary or permanent basis.

This post requires access through the Critical Part at the Airport and, in line with Department for Transport regulations you will be required to demonstrate during the recruitment process, that you have no relevant criminal record.