

Job Role Profile

Role title: Application Support Analyst Grade level: 3		Department: IT Region/location: South / Horsham	
Purpose of role: To provide operational and technical support to the users to ensure that the business benefits of applications continue to be achieved			
Working relationships		Scope of the role	
Responsible to: <ul style="list-style-type: none"> Application Support Manager 	Internal relations: <ul style="list-style-type: none"> IT Management Team Head of IT Operations Colleagues in the IT Department IT Users throughout the group External relations: <ul style="list-style-type: none"> Software suppliers Consultants 	<ul style="list-style-type: none"> Financial limits in accordance with delegated authority and in line with compensation framework Decision making in line with post The Application Support Analyst works within the Application Support team, responsible for overall production, configuration and support for all applications in their area of accountability. 	

Role expectations and responsibilities that contribute to the successful delivery of our Corporate Strategy

General

- Provide product support to the Group's users of various business applications (inc. but not exclusive to Microsoft Dynamics, Sage, Orchard, Keystone, SharePoint and Azure)
- Provide ongoing technical maintenance and usage support of business applications in order to maintain their reliability and business benefits
- Administer changes to data as required
- Represent the IT department at external business application user groups
- Be fully conversant with the application provision of the disaster recovery plan
- The post holder is involved in the implementation and support of major business applications; the post holder should have a thorough understanding of these applications and their relationships/interdependencies with other systems
- The post holder must use his/her skills and experience to react quickly to find a solution to users' urgent problems as they arise.
- Manage and maintain the SHG Property Database (currently Orchard Housing). This will include the Creation, Amendment and Removal of SHG Property stock.

Customer Service Delivery

- Ensure all incidents, problems and changes are correctly logged to provide accurate SLA monitoring and demand analysis
- Use the Group's service desk system to complement the overall service to the Group's computer users
- Provide solutions to incidents and problems raised, where possible at the point of call, otherwise follow through to resolution in line with agreed service levels
- Ensure that calls are escalated in a timely manner
- Assist with the transition of applications or services, travelling to remote sites as necessary
- Assist the IT trainers in the preparation and presentation of training courses for system enhancements
- Work closely with the Development Team to transition business application software in to production (live environment)
- Ensure all users are informed of changes and ensure feedback is responded to in a formal manner
- Work closely with the IT Project Managers, internal/external customers to respond to their problems or enquires within the time specified in the service level agreement
- Ensure all applications are maintained, administered and configured to high standards
- Assist customers with testing of applications and reports
- Administer the overall acceptance testing process, ensuring systems meet specifications

- Monitor applications to ensure they interface efficiently with associated systems including CRM, Workflow, EDMS, Business Reporting and Finance
- Provide support for IT Infrastructure issues related to application deployment
- Communicate application changes and updates to relevant internal customers
- Ensure support manuals are available and updated
- Operate within the departments ITIL framework of processes including incident, problem and change management
- Becoming an ITIL process owner if appropriate

Challenges

- To continually update skills and knowledge in the latest IT technologies, methodologies and best practice
- To identify, diagnose and rectify any number of problems affecting business applications, which may emanate from software, hardware or the operating systems, in such a way that ensures minimum down time to the user whilst maintaining the integrity of the data
- To understand the business needs of customers in order to assist them in developing their business applications and to recognise the consequences if a business process fails. This knowledge is essential in enabling the post holder to manage priorities
- To proactively contribute to process improvement initiatives – directly affecting the immediate team and also the wider IT department.

Note:

No job description can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.

You will be expected to carry out all duties in the context of and in compliance with the Group’s Diversity and Health and Safety Policies.

Person profile		
Attributes	Essential	Desirable
1. Skills, knowledge, experience and abilities	<ul style="list-style-type: none"> • Significant and proven experience of supporting multiple business applications • The ability to become a subject matter expert with business applications • Good knowledge of broad areas of IT concepts and 	<ul style="list-style-type: none"> • Understanding of SharePoint • The ability to communicate technical information in a non-technical language to users

	<p>practices</p> <ul style="list-style-type: none"> • Relevant application related technical training • Strong practical, hands-on knowledge of the Windows desktop environment • A logical and systematic approach to problem resolution across a broad spectrum of technologies • Be able to pick up and interpret technical information quickly • Be able to work under pressure • Be able to work as part of a team, including the ability to develop new working relationships, share knowledge and work with colleagues within the team to meet service standards • Be able to manage your own workload while working on multiple tasks with differing priorities where priorities and circumstances often change • Active Directory administration • JavaScript/HTML basic understanding • Dynamics CRM administration and deployment of custom/third party solutions • SQL Query 	
<p>2. Leadership/management</p>	<ul style="list-style-type: none"> • May be required, from time to time, to deliver mentoring and coaching for less experienced members of the team 	
<p>3. Qualifications / professional development</p>	<ul style="list-style-type: none"> • Educated to 'A' level or equivalent • ITIL Foundation (or equivalent) 	<ul style="list-style-type: none"> • Educated to degree level or holder of a relevant professional qualification, or equivalent qualifications based on experience • Microsoft Certification or working towards PRINCE 2 Foundation (or equivalent)
<p>4. Circumstances</p>	<ul style="list-style-type: none"> • The service will be delivered primarily from Horsham. 	<ul style="list-style-type: none"> • Full driving licence and access to a vehicle for travel

	<p>However, location will vary from time to time, and maximum flexibility is essential, owing to location of sites.</p> <ul style="list-style-type: none">• Able to travel within the south of England as required• Able to work additional hours as required to meet business needs and deadlines	<p>where and when required</p>
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