

**APPLICATION TECHNICAL SUPPORT ANALYST**

**JOB DESCRIPTION**

**Job title**: Application Support Analyst

**Based**: The Old Police House, London, Hyde Park W2 2UH with travel to all parks

**Salary**: £45,000 - £52,000 per annum, depending on experience.

**Terms**: Permanent contract on a full-time basis, 36 hours per week, including agile/hybrid working options. On occasion, system upgrades and enhancements will happen outside of normal business hours, so a flexible approach to working will be important.

26 days’ annual leave plus public holidays increasing to 29 days after 3 years’ service.

 A pension scheme and healthcare plan are available.

**Reporting to:** Application Support Manager

**Responsible for:** N/A

**Internal relationships:** Commercial, Corporate Services, Communications and Engagement, Estates and Projects, Finance and HR.

**External relationships:** Third party IT suppliers and vendors

**BACKGROUND**

The Royal Parks is a charity that manages over 5,000 acres of diverse parkland, rare habitats and historic buildings and monuments in eight Royal Parks across London. These are: Hyde Park, Kensington Gardens, The Green Park, St James’s Park, The Regent’s Park and Primrose Hill, Greenwich Park, Richmond Park and Bushy Park. We also manage other important public spaces including Brompton Cemetery and Victoria Tower Gardens. Our eight Royal Parks and other public spaces are among the most visited attractions in the UK with 77 million visits every year.

**JOB PURPOSE**

As our Application Technical Support Analyst, you will connect business needs with technical solutions. You will be a driving force behind identifying, developing and implementing innovative technical solutions that will enable us to better meet our charitable objectives.

This is a new post that has been created to support us to identify and build smarter, more user-friendly and more streamlined processes, applications and systems. Additionally, you will play a key role in the developing solutions using Power Apps, Power Automate, Power BI, and SharePoint, whilst also handling platform administration and helpdesk support to ensure performance, security, and usability*.*

**MAIN DUTIES/RESPONSIBILITIES**

**Stakeholder Collaboration**:

* Proactively engage with business areas to understand their requirements and identify opportunities.
* Undertake feasibility studies and align technical solutions with business objectives through internal and external stakeholder engagement.
* Provide training and support for new implementations and existing solutions.

**Development & Configuration:**

* Own, design and develop solutions using Power Apps, Power Automate, and Power BI and Copilot AI for desktop and mobile
* Configure SharePoint with workflows, forms, and integrations.
* Build Canvas and Model-Driven Apps to optimise workflows.
* Implement Power Virtual Agents for automation.
* Develop Power BI dashboards, visualisations and reports.

**Data & System Analysis:**

* Assess systems, data, and workflows and present recommendations for improvements to stakeholders.
* Support data migration, integration, and reporting.
* Work with APIs, databases, and system configurations.

**Administration, Support & Maintenance:**

* Manage SharePoint, including permissions and governance.
* Oversee Power Platform security, licensing, and best practices.
* Conduct system health checks, troubleshooting, and performance tuning. Ensure security compliance.
* Provide first, second- and third-line support to the helpdesk for Microsoft Power Platform, Sharepoint and other applications as required and manage tickets within SLA targets.

**Integration & Automation:**

* Develop custom connectors and integrations with Power Automate and APIs.
* Work with Microsoft Dataverse and other data sources.

**Requirement Gathering & Analysis:**

* Collaborate with stakeholders to gather, document, and analyse business and functional requirements.
* Translate business needs into technical specifications and identify gaps in existing solutions.

**Technical Documentation & Communication:**

* Create detailed documentation, including process flows, architecture diagrams, and data models.

**Project Management and Coordination:**

* Act as Project Manager or assist in project planning, scope definition, and timeline setting.
* Manage development teams by clarifying requirements and resolving issues.
* Produce testing and quality assurance documentation and manage user acceptance testing.

**PERSON SPECIFICATION**

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| **Selection criteria** | **Essential / Desirable** |
| **Qualifications** |
| * Degree in computer related subject
 | **D** |
| * Project management skills, such as Agile, Scrum, Prince 2
 | **D** |
| * Microsoft Certification in Power Platform support or development
 | **D** |
| **Experience** |
| * Experience of supporting business applications in particular SharePoint, Power BI and Power Platform
 | **E** |
| * Experience of producing business process documentation
 | **E** |
| * Experience in delivering and executing test plans
 | **E** |
| * Experience in a programming environment. This might be using Power Apps, or another programming tool, or manipulating and analysing data using Power BI.
 | **E** |
| * A track record of designing and documenting multi-user systems
 | **D** |
| * Experience of supporting a relational database environment, ideally MS SQL Server
 | **D** |
| * Extensive experience in the creation of comprehensive end-user documentation
 | **D** |
| **Skills, knowledge and ability** |
| * A good understanding of managing and analysing large datasets
 | **D** |
| * Excellent written, oral, and interpersonal communication skills with the ability to communicate ideas in both technical and user-friendly language.
 | **E** |
| * Able to sustain relationships at all levels of an organisation, to negotiate and influence, manage competing and conflicting stakeholders and priorities, in order to reach appropriate decisions.
 | **E** |
| * Proven ability to lead projects from start to finish including management of timelines, budgets and internal and external resources.
 | **E** |
| **Other** |
| * Commitment to The Royal Parks’ values of being responsible, excellent, inclusive, open and respectful and a commitment to supporting diverse and inclusive teams
 | **E** |

The Royal Parks is committed to creating a diverse and inclusive workplace and is an equal opportunity employer. We encourage applications from candidates from all backgrounds and successful candidates will be appointed on merit.

The Royal Parks is committed to safeguarding and promoting the welfare of children, young people and adults at risk from harm, and expects all staff and volunteers to share this commitment and follow the organisation’s policies and procedures. The Royal Parks provides an awareness training programme on Safeguarding for all staff, and further in-depth training for those working with children, young people or adults who may be at risk of harm