LONDON BOROUGH OF REDBRIDGE
ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Applications Support Analyst		

Directorate:	Resources	Grade:	LBR 10

Department:	Revenues, Benefits and Transactional Centre	Hours/weeks:	36 hours/52.14 weeks

Function:	IT	Post number:	TBA

Team:	Support	Base/location:	Lynton House

Reports to:	IT Systems Team Leader		

Responsible for:			

Role and Context

Overall Role Purpose:	Responsible for providing specialist support skills and advice on issues across a range of key applications, serving different business areas, maximising system productivity and performance, and ensuring that customers can make full use of council IT systems, in accordance with best practice, governance and team policies.

Role Context:	Part of the IT support structure focussing on applications support, enabling customers to make full use of the applications on which their service relies.

Key Accountabilities and Result Areas

Strategy and Planning	1. Maintains deep, current knowledge of all relevant applications and supporting IT platforms.
	2. Maintains or develops thorough knowledge of relevant business processes and procedures, statutory and regulatory guidelines and the wider business context and priorities in which supported applications are used.

Operations and Support	*SFIA Application Support: level 4*
	SFIA Information Security: level 3
	SFIA Database Administration: level 3
	SFIA Problem Management: level 4
	1. Provides support, advice and training to customers to ensure the most effective and efficient use of IT applications.
	2. Creates and maintains user accounts, system configurations and system security, and optimises application performance.
	3. Resolves operational incidents and manages escalation, ensuring that all issues are resolved to the customer's satisfaction, in accordance with the organisation's standards.
	4. Delivers or manages operational changes including new software, services and user environments.
	5. Participates in the testing and implementation of new software releases, liaising with customers and vendors to resolve bugs and certifying the product's fitness for deployment.
	6. Develops and runs reports, extracting and creating information for customers.
	7. Documents application use and support procedures.
	8. Takes action to ensure data integrity and availability.
	9. Maintains good working relationships with supplier's technical staff and account managers and provides an expert interface between suppliers and users.
	10. Provides input and direction into the identification and analysis of recurring issues in the use of the applications, contributing towards resolutions that will reduce future support demand.
	11. Takes the initiative in identifying potential risks or benefits which may impact on the supported systems or on the ability of the business area to carry out its function, acts on these and reports them to interested stakeholders, including integrity of backups and business continuity procedures.
	12. Approaches problems in a methodical manner, assessing the information and applying knowledge to achieve a solution. Use initiative and think creatively where alternative provision needs to be developed. Consults others as appropriate and learns from colleagues.
Systems and Process Development and Improvement	*SFIA Business Process Testing: level 4*
	SFIA Business Analysis: level 3
	1. Works with managers and colleagues to identify improvements and innovations in application configuration and use.
	2. Contributes to business improvement projects. Identifies opportunities for improvements to business and system processes.
	3. Helps create and maintain documentation of applications and systems knowledge, procedures and policies to ensure consistent services that are always up to date.
	4. Maintains up to date information on all service requests and actions taken to resolve them...

Communication Partnership	*SFIA Supplier Management: level 3*
	Builds trusting and professional working relationships with customers, colleagues, suppliers and other 3rd parties.
Performance and Standards	*SFIA Availability Management: level 3*
	Manage and prioritise own work plan, balancing managed workflows and deadlines against immediate needs of customers and incidents.

Key Performance Outcomes	Continuous service availability. Customer satisfaction with speed and quality of problem resolution.

Resource Management	Supervision of colleagues when required.

Corporate Accountabilities	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.

Flexibility	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

Person Specification

Knowledge & Experience	*Method of candidate assessment: A = Application form I = Interview T = Test*	A - I - T
Statutory or Mandatory qualifications:	No mandatory qualification required	
Educational Ability	Educated to at least GCE A level, SQA Highers or equivalent standard.	
Key Subject or Content Areas	Experience within a busy helpdesk environment supporting business applications.	
Knowledge / Experience	Experience of using or supporting relevant applications within a large organisation. Knowledge of the business context in which the systems are used. Understanding of data protection practice and GDPR.	
	Excellent problem-solving skills in technical and service delivery environments using logic, knowledge and sound processes to analyse information and apply, deduce or develop solutions.	
	Experience of successful configuration and upgrades of complex applications, successfully working with customers and supplier communications.	
	Able to empathise with customers and understand their needs. Committed to ensuring excellent customer care through the efficient use of resources.	
	Able to influence customer expectations and their effective use of systems. Gains co-operation of colleagues from other teams in delivery of services.	
	Very good team worker and able to establish rapport quickly with customers, colleagues and partners. Builds confident and effective working relationships at all levels.	
	Able to prioritise work and allocate resources considering all factors with minimal supervision. Balances competing activities against deadlines, manage workload and immediate customer needs.	
	Adaptable, receptive to new ideas, and willing and able to adjust to new demands and circumstances.	
	Experience in identifying training needs and delivering training programme for users of applications.	

| | Ability to communicate effectively, both verbally and in writing, with members of the public, officers within other departments of the Council and external organisations, with the Council's contractors in relation to IT matters.

Advanced knowledge of common business applications and their uses such as document management, e-mail, internet/intranet, remote access software and user management software.

Experience in use of spreadsheets, word processing, databases and reporting tools (e.g. MS Query, MS SQL, Crystal Reports, PowerBI, Business Objects, DFQuery)

Ability to interrogate given databases to produce analytical, statistical and performance data and reports, both standard and ad-hoc, for the proper management of the service. | |
|---|---|---|
| **Corporate Behaviours** | The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Councils internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours. | |
| **Effective and Collaborative Team Working** | • To take responsibility for personal development and actively participate in all learning and development.
• To participate in the on-going development, implementation and monitoring of service plans.
• To support and contribute to service efficiency and improvement. | |
| **Working Pattern and travel** | Monday – Friday 36 hours per week between 8 am and 6 pm.
Out of ours / weekend working may occasionally be needed.
May be required to respond to out-of-hours emergencies or to form part of an on-call rota. | |
| **Safeguarding and Disclosure** | Post holder may have access to confidential data in the course of their database maintenance work. | |
| **Special Factors or Constraints** | | |

Version:	1.1
Last Reviewed:	24/09/2018

LONDON BOROUGH OF REDBRIDGE
RD/PS ADDITIONAL INFORMATION FOR JOB EVALUATION

Role Title:	Applications Support Analyst		

Directorate:	Resources	Grade:	LBR 10

Department:	Revenues, Benefits and Transactional Centre	Hours/weeks:	36 hours/52.14 weeks

Function:	IT	Post number:	TBA

Team:	Support	Base/location:	Lynton House

Key areas for decision making:

Please describe the decisions that the job holder will be expected to make themselves in the course of their job, and those they will be expected to refer to others, including their manager.

Please give three examples of decisions that the job holder will make themselves. These should be in relation to the most important responsibility statements	• Uses discretion in identifying and resolving problems, assignments, process improvement and accountable for progress
	• Determines when problems should be escalated to a higher level.
	• Plans own work to meet given expectations using specific standards
Please give details of any legislation, policy, process or procedure that are referred to or worked within to make decisions.	• Data Protection Act/ GDPR • Legislation, policies and procedures relating to the supported business areas. • Suite of IT service procedures
Please give three examples of decisions that the job holder will refer to others.	• Solutions to complex problems that they have not been able to resolve (senior Application Analyst).
	• Policy/procedure changes (IT Systems Team Leader/ business management).
	• Acquisition of new software for the business area.

Role Dimensions

Does the job holder have any financial responsibilities?

a) Please give details of the budget, grants and contract responsibility, both directly and indirectly relevant to the job.	No

Does the job holder have any responsibility for physical resources?

a) Please give details if the role is personally responsible for the proper use and safekeeping of equipment, stock, materials and/or buildings.	Responsible for the maintenance, upgrade and configuration of software on which possibly hundreds of staff depend in their daily work.

Does the job holder have any staffing responsibilities?	
c) Please give details of the number of workers line managed and/or supervised by the job holder; and the number of workers managed overall. Please also indicate the total staff costs involved.	Occasional 3rd party contractors.
Please include structure charts when submitting any job for job evaluation and grading	

Key Contacts

Give details of the key people that the job holder has significant contact with, why, and how often.

	Job Title (or group) + Organisation for external contacts	Frequency of contact	Role and Reason for contact
Key Internal Contacts	Business managers & directors End users	Daily	Key customers
Key External Contacts	Application and IT Vendors Other local authorities Other government and public bodies	Weekly Monthly Monthly	For technical support Knowledge sharing Compliance and data sharing

Physical and Environmental Conditions

Provide details of any physical requirements or environmental conditions that the job holder will encounter over and above those expected in a normal office environment? Including how long they last and how often they occur (see guidance).

Physical Effort	N/A
Working Environment	Office environment with possibility of homeworking

Working Pattern and travel	Monday-Friday, 36 hours per week Between 8 am – 6 pm Occasional out of hours working to avoid system downtime during the working day.

Version:	1.1
Last Reviewed:	24/09/2018