

IT

**Applications Support Analyst
Job Description and Person Specification**

Job Description

Job Title:	Applications Support Analyst
Department:	IT
Function:	Resources
Team:	Place Application Support Team
Post number:	S00592
Grade:	LBR10
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/ 52.14 weeks
Base location:	Lynton House
Reports to: <i>Job title</i>	Application Support Team Leader
Responsible for: <i>Job titles of direct reports</i>	<i>'No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion'</i>
Role purpose and role dimensions: <i>Overview of the job</i>	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.
Key external contacts: <i>Organisations</i>	Application and IT Vendors, Other local authorities, Other government and public Bodies.
Key internal contacts: <i>Job titles or groups of staff</i>	Business managers & directors, internal and external end users.
Key areas for decision making:	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.

Key accountabilities and result areas:	Key elements:
Strategy and Planning	This will involve: 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	This will involve: 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	This will involve: 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	This will involve: SFIA Supplier Management: level 3 Builds trusting and professional working relationships with customers, colleagues, suppliers, and other 3rd parties.
Performance and Standards	This will involve: 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	This will involve: Continuous service availability. Customer satisfaction with speed and quality of problem resolution.
General accountabilities and responsibilities	
Green Statement	This will involve: Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: - Complying with the Data Protection Act 1998/GDPR – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. - Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. - Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: Commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	This will involve: Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.

Customer Care	This will involve: Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: - Taking responsibility for continuing self-development and participating in training and development activities. - Participating in the ongoing development, implementation and monitoring of the service plans. - Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.

Person Specification

Job Title:	Application Support Analyst		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = Essential, 2 = Desirable</i>		A - I - T	Weighting
Minimum education/ qualifications:	Educated to at least GCE, GCSE level or equivalent standard.	A, I	3
Minimum experience/ knowledge/ skills:	Experience of using or supporting relevant applications within a large organisation. Advanced knowledge of common business applications and their uses such as document management, e-mail, internet/intranet, remote access software and user management software. Knowledge of the business context in which the systems are used. Understanding of data protection practice and GDPR.	A, I	3
Minimum competencies: Customer focus	Able to empathise with customers and understand their needs. Committed to ensuring excellent customer care through the efficient use of resources. 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.	I	3
Communicating and influencing	Able to influence customer expectations and their effective use of systems. Gains co-operation of colleagues from other teams in delivery of services. 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.	I	2
Building relationships, working together and in partnership	Very good team worker and able to establish rapport quickly with customers, colleagues and partners. Builds confident and effective working relationships at all levels. 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.	I	3

Respecting & implementing diversity	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.	1	3
Planning, organising & achieving results	Experience in use of spreadsheets, word processing, databases and any reporting tools (e.g. MS SQL, PowerBI).	A, I	2
Planning, organising & achieving results	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. 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.	I	2