

ROLE PROFILE TEMPLATE

Job Title	Application Support Analyst
Business Unit / Group Function	Central Functions
BU Team / Sub-Function	Group Technology Service (GTS)
Location	SBP_Strathclyde Business Park, Bellshill
Leader	Business Relationship Leader
People Leadership	No
Job Level	4B
<p>Role Purpose To support, administer and deliver the required business applications and associated projects in line with business requirements and service level targets.</p>	
<p>Accountabilities</p> <ul style="list-style-type: none"> • Provide end-to-end system support for all relevant business applications e.g., ensure support calls are closed within service level targets. • Manage and measure “my calls” (In and Out of Hours) to meet SLA targets ensuring the end customer is kept up to date and informed of progress – using the GTS call management system (Assyst) • Working with the BRLS and the business to lead requirement gathering workshops in order to produce specifications of requirements utilising GTS standards / templates as and when required ensuring sign off with customers and timeframes agreed • Design, configure, administer and support relevant business applications to deliver key business information and functionality to the business in the required format. • Liaise with relevant business leaders to confirm business requirements and solution design, as well as to provide support and training in using the relevant applications • Develop required documentation (e.g., Functional Design Specifications, Testing templates, etc.) and adhere to internal processes (e.g., testing, change control, etc.) • Work with the business to create suitable test plans and scenarios, including expected results, in preparation for User Acceptance Testing which may / may not require full regression testing • Communicate essential project plan milestones to the business, ensuring adherence to commitment to all timelines required to keep the project on track. • Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy 	
Created by:	Ger Burns
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HRBP:	Kirsty Morris
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Core Competencies:**Deciding & Initiating Action**

- Makes prompt, clear decisions which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative and acts with confidence
- Initiates and generates activity

Writing and Reporting

- Writes clearly, succinctly and correctly
- Writes convincingly in an engaging and expressive manner Avoids the unnecessary use of jargon or complicated language
- Writes in a well-structured and logical way
- Structures information to meet the needs and understanding of the intended audience

Persuading & Influencing

- Makes a strong personal impression on others
- Gains clear agreement and commitment from others by persuading, convincing and negotiating
- Promotes ideas on behalf of self or others
- Makes effective use of political processes to influence and persuade others

Delivering Results & Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals.

Applying Expertise & Technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- Demonstrates an understanding of different organisational departments and functions

Coping with Pressures & Setbacks

- Works productively in a pressurised environment
- Keeps emotions under control during difficult situations
- Balances the demands of a work life and a personal life.
- Maintains a positive outlook at work.
- Handles criticism well and learns from it.

Skills and Qualifications:Essential

- Knowledge of financial processes and use of systems to support business operations
- Strong communication, process, logical thinking and organisation skills – individually driven to deliver results
- Ability to work across the team organisations and cultures – team player
- Capability to develop high level requirements
- Understanding of software and project Development Lifecycles and IT Service Management.
- Strong time management skills in order to balance workload
- Complies with legal obligations and safety requirements of the role

Desirable:

- Practical knowledge of handling new user requests, incidents and problem management in alignment with SLA and improving customer service satisfaction using Service Management systems e.g. Assyst, ZenDesk
- Relevant work experience in a Corporate Business Systems environment
- Working knowledge of Corporate Business Systems: Experience of ERP, HR, L&D systems and PC applications in order to deliver effective application support