

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
Role Purpose To support, administer and deliver the required business applications and associated projects in line with business requirements and service level targets.	
Accountabilities • 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	
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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