# ROLE PROFILE

| Role Title | **Application Support Analyst** |
|---|---|
| **Internal Reference** | CEN-0135 |
| **Business Unit / Group Function** | Central Services |
| **BU Team / Sub-Function** | Group Technology Services |
| **Location** | SBP;Arete |
| **Team Leader Role** | Product Owner |
| **Role Level** | 4B |
| **Team Members** | Yes |

**Role Purpose**

Responsible for Live System Support, diagnosing and resolving application issues to ensure optimal performance and usability for the various business systems, providing root cause analysis with recommendations for improvements.

**Accountabilities**

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• Monitor and respond to open calls submitted through the incident management system. Identify opportunities for application / process improvement ensuring responses and resolutions are in alignment with defined SLA's
• Work cross-functionally with the Product teams and the respective business functions to understand and align on all priorities including user requests, incidents, problems and projects, providing subject matter expertise to ensure business objectives are met
• Support Product team delivery and deployment during upgrades / go-lives and resolve any issues identified during user acceptance test (UAT) to ensure business objectives are met
• Support the change control process through working with the business and appropriate teams to create suitable test plans and scenarios, including expected results, in preparation for User Acceptance Testing adhering ensuring the changes are implemented effectively
• Implement service requests against a well-defined Use Case in alignment with respective business function to drive continuous improvement and functionality of applications
• Investigate, recommend, configure and administer software configuration changes as a result of resolving application incidents and problems to improve user experience
• Update changes to documentation based on ongoing incidents, problems and any system related changes accurately to ensure information is captured accurately
• Work directly with application vendor to resolve application issues, both short term and long term through incident and problem management
• Support general system administration for applications in the respective business function to meet business standards