

ROLE PROFILE

Job Title	Application Support Analyst
Business Unit / Group Function	Central Services
BU Team / Sub-Function	GTS
Location	SBP or Arete
Leader	Product Leader
People Leadership	No
Job Level	4B
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	
<ul style="list-style-type: none"> • 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 	
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Competencies

<p>Analysing</p> <ul style="list-style-type: none"> • Analyses numerical data, verbal data and all other sources of information • Breaks information into component parts, patterns and relationships • Probes for further information or greater understanding of a problem • Makes rational judgements from the available information and analysis • Produces workable solutions to a range of problems • Demonstrates an understanding of how one issue may be a part of a much larger system 	<p>Writing and Reporting</p> <ul style="list-style-type: none"> • 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 	<p>Applying Expertise and Technology</p> <ul style="list-style-type: none"> • 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
<p>Adapting and Responding to Change</p> <ul style="list-style-type: none"> • Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows respect and sensitivity towards cultural and religious differences. • Deals with ambiguity, making positive use of the opportunities it presents 	<p>Delivering Results & Meeting Customer Expectations</p> <ul style="list-style-type: none"> • 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 	<p>Relating and Networking</p> <ul style="list-style-type: none"> • Establishes good relationships with customers and staff • Builds wide and effective networks of contacts inside and outside the organisation • Relates well to people at all levels • Manages conflict • Uses humour appropriately to enhance relationships with others

Skills and Experience

Educated to degree level or equivalent experience
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
1-3 years of experience as an Application Support Analyst or similar support role ideally in a Corporate Business Systems environment

Knowledge of industry standard process frameworks (e.g. ITIL) and how these are used to deliver business capabilities

Strong critical and analytical skills

Excellent communication, teamwork and customer service skills to interact with product team members and customers