JOB DESCRIPTION

Post:	IT Application Support Analyst
Responsible to:	Head of IT Services
Pay Band:	6

Job Purpose:

To provide support to all college applications either directly to users of the systems or to service functions. This typically includes investigating and progressing the resolution of issues and fulfilling requests.

Working closely with the users, you will provide guidance and advice by devising corrections for faults, making general or software specific modifications and process improvements. In this role, you will also support the resolution of problems, including classification, prioritisation and initiation of action, assisting with identifying the root causes of issues and their remedies to prevent future incidents.

Main duties

1. Strong experience and passion for customer service

2. Act as the applications specialist, providing support for application incidents and tasks, including taking a proactive role in problem management.

3. Working with internal Service desks and Development teams, resolve and own Application Support issues for Abingdon and Witney College users.

4. Ensure that support requests are properly logged, assigned, and responded to in a timely manner

5. Determine and initiate preventative measures, such as identifying and investigating application processes

6. Work closely with the Development team to escalate incidents and assist with transition of development projects into support.

7. Support project activity by providing application and process knowledge assisting users with their testing

8. Provides advice and training to staff as required

9. Monitor performance of the applications support activity.

10. Generate reports for both technical and non-technical staff and stakeholders

11. To manage 3rd party technical suppliers and hold service review meetings

12. To manage Change requests for software releases

The college reserves the right to amend the job description to reflect changes in the duties of the post, commensurate with the grade of the post.

Key Competencies for role

1. Analytical thinker

2. Ability to identify scope for process improvement

3. Strong planning and organisation attributes

4. Decisive decision maker

5. Ability to engage at all levels

General Technical and Other Support

1. To assist in the evaluation of new products that may be needed to support the work of IT Services.

2. To carry out all levels of support when needed, involving travel to other campuses or partner sites.

3. To share knowledge and technical expertise with others in the team.

4. To contribute to all function which are part of the work of IT Services, e.g. procedure creation, record keeping, monitoring of the systems.

5. To provide 1st Line IT support when required.

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PERSON SPECIFICATION

It is **essential** that the post holder has:

	Essential criteria	How assessed
1	experience of IT Application support	Application form
2	Qualified in Level 3 in IT related subjects	Application form/Interview
3	Experience with advising and training staff	Application form/Interview
4	experience in managing software applications	Application form/Interview
5	experience in managing 3rd party software companies	Application form/Interview
6	experience of working successfully as a member of a team	Application form/Interview
7	excellent customer service skills	Application form/Interview
8	experience of working in a Microsoft O365 environment	Application form/Interview
9	the ability to use a degree of initiative in the solution of problems	Application form/Interview
10	excellent organisational skills	Application form/Interview
11	good oral and written communication skills	Application form/Interview
12	the ability to work to deadlines and under pressure	Application form/Interview
13	the ability to take responsibility for several jobs simultaneously, and see them through to completion	Application form/Interview
14	experience with continuous improvement	Application form/Interview
15	The ability to travel between sites	Application form/Interview

It is **desirable** that the post holder has:

	Desirable Criteria	How Assessed
1	Experience of managing MS Teams	Application form/Qualification certificates
2	experience in network security	Application form/Interview
3	experience in managing projects	Application form/Interview

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