

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Applications Support Analyst

Digital, Technology and Innovation (DTI), Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

Provide 2nd line technical and customer focussed support resource for business DTI applications utilised by the Council, and for which the Application Support Team has a support agreement, enabling a quick and effective service to users and problem-free operation.

Accountable to:

The role is accountable to the Senior Applications Support Analyst. The role sits within DTI, part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

- 1 Resolves complex incidents and requests that have not or cannot be resolved at the first point of contact so that all incidents and requests are resolved in line with DTI Security policies and Service Level agreements with the most cost effective and efficient solution with a minimal disruption to DTI system users.
- 2 Monitor and manage support call queues. Carry out incident and service request investigation and resolution. Carry out change requests where it is agreed that they should not be handled by the development service.
- 3 Ensure applications are supported in accordance with the applicable service level agreement, that the associated support documentation is kept up-to-date, and agreed change management procedures are followed.
- 4 Liaise with users, colleagues within DTI and third-parties over support issues, raising and escalating support calls as necessary in order to achieve satisfactory resolution in a timely manner
- 5 Provide technical advice and consultancy as necessary to users and colleagues within DTI Services.
- 6 Assist in the successful handover (transition to live) of applications to Application Support Team. Review applications as assigned to ensure they meet the quality assurance standards required for handover.
- 7 Manage and co-ordinate interfaces between applications, and the associated processes, as agreed.
- 8 Act as a resource as assigned on development projects, either to assist with development and testing tasks, and/or to monitor the project to assist it in delivering a supportable application.
- 9 Manage projects covering work carried out by Application Support Team as assigned (e.g. upgrades to applications) to ensure successful delivery to agreed scope, timescale and budget.

- 10 Document incidents, resolutions, and knowledge articles in our IT Service Management Solution Halo. Maintain technical instruction manuals, support documents and procedure notes to support the key applications ensuring they are accessible and up to date.
- 11 To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
- 12 Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
- 13 Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Demonstrate effective use of Office 365 with an excellent understanding of Excel and the use of spreadsheets to manage and use data.	Essential	A, I
Ability to analyse complex issues and quickly identify possible solutions based on a sound analysis of the information available.	Essential	A, I
Excellent interpersonal and customer care skills and excellent verbal and written communication skills.	Essential	A, I
Ability to handle pressure, prioritise conflicting demands and meet challenging deadlines.	Essential	A, I
Ability to take responsibility in a support situation.	Essential	A, I
Ability to work with, and support, other staff. Committed team member and works to joint goals and standards	Essential	A, I
Ability to adhere to policies concerning data security, data protection, and confidentiality.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Excellent knowledge of Office 365 applications	Essential	A, I
Good knowledge and experience of IT concepts and practice, current technologies and trends.	Essential	A, I
Knowledge of supporting high-end business applications and their environment.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in an IT support environment, working with service management tools and incident management processes.	Essential	A, I
Experience producing technical documentation for user manuals, policies and procedures for the applications and processes.	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Able to demonstrate a good level of education equivalent to GCSE standard in English or Maths	Essential	A, I, D
Degree in a Computer Science or equivalent qualification, or proven relevant IT work experience	Desirable	A, I, D
ITIL (IT Infrastructure Library) Foundation Certificate, or equivalent experience of ITIL.	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 per week (Full Time)	Primary work base:	Remotely from home/One Angel Square
Job family band:	PS06	Worker type:	Flexible
Salary range:	£31,869 to £34,663	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

The role This role has been identified as a flexible worker type; this means that you will carry out the majority (3 plus days) of your work remotely from home. You will come into the office for meetings but have a strong reliance on IT/virtual tools.

We are open to discussions about flexible working arrangements.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

