# Job Title: Application Support Analyst

# Service: The ICT Service (Education)

Office: People and Communities

Directorate: Education

Reports to: Application Support Manager

Grade: Scale SO2

Hours: 37 hours per week

**Job Purpose:** To provide a high quality responsive service, in accordance with the highest standards of customer service, for resolving problems with applications used, in schools and other educational establishments in Cambridgeshire and surrounding areas supported by The ICT Service.

**Principal Accountabilities**

1. Diagnose and resolve complex problems using appropriate communication channels or by using remote diagnostic software in order to ensure a prompt service to users within SLA targets.

2. Log user telephone calls, monitor progress of problems and liaise with other teams and departments to ensure problems are resolved effectively and according to SLA targets.

3. Meet users of the service or make site visits to diagnose and resolve complex problems in circumstances where other assistance is inappropriate. Where necessary, supervise complex upgrades and software installations. Make customer service visits as directed by the Applications Support Manager.

4. Participate in the training of those attending courses and visit clients to provide consultancy service in order to encourage effective use of software

5. Test and evaluate software before distribution and hence design and deliver training for colleagues.

6. Supervise less experienced colleagues to ensure the overall technical quality of their work meets expected standards.

7. Support the Application Support Manager in the introduction and development of new technical and operating procedures throughout the team and with the introduction of new software and systems to schools.

8. Assist with preparation of user guides and training materials and participate in training and presentations to enable users to make the most effective use of the opportunity provided

PERSON SPECIFICATION

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The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.

**Education, Qualifications & Training**

Essential:

* • 5 GCSE or equivalent, NVQ Level 2, including English and Maths
* • Attendance at recognised training in products used in school management, administration or teaching & learning

Desirable:

* • Accredited training in software systems
* • Attendance at “train the trainer” or similar courses
* • NVQ level 3

**Experience**

Essential:

* • Recent experience working in a service desk or support environment
* • An in depth understanding of the use and potential of current school ICT systems for either management and administration or teaching purposes
* • Knowledge of best practice within a school environment
* • Wide knowledge of a range of software, used in schools.

**Desirable:**

* • First-hand experience of working in a school using management information systems or other significant software applications.
* • Experience of using one or more of the following systems: online learning environments, exams, timetable or finance.
* • Experience of designing websites using a variety of tools

**Skills & Attributes**

Essential:

* • Excellent communication and interpersonal skills and substantial experience of client/user contact in a variety of situations.
* • Maintain an in-depth technical knowledge of school administrative software or online learning technologies, in order to provide a comprehensive service to clients including onsite advice/consultancy.
* • Committed team member able to work to joint goals and standards
* • Able to be flexible and prepared to exercise initiative in the execution of duties.
* • Careful attention to detail.
* • Be well organised and able to work well and independently under pressure in a busy environment and to plan, schedule and monitor own workload to ensure that priorities are met.
* • Must have the ability to undertake specific tasks whilst continuing to log Tickets from clients.
* • Be prepared to keep up-to-date with the changing needs of users and with developments in systems and hardware to ensure that the advice given to users is accurate and relevant.
* • Must be experienced in information technology and its application within schools
* • Must have creative presentational skills to prepare quality training materials and user notes.
* • Able to deliver training under the guidance of consultants.

**Special Requirements**

* • A flexible attitude to working hours to cover the occasional special requirements from customers. (8.00 – 6.00 Monday to Friday)
* • Ability to travel throughout the county is essential.