

Job Description

Job Details	
Post	Application Support Analyst
Salary	Grade I - £26,913.00 - £29,794.00
Hours	37 per week
Location	One Angel Square, Northampton, NN1 1ED
Directorate	Design, Technology and Innovation (DTI)
Reporting To	Application Support Team Manager

Purpose
To act as a 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, as far as possible, problem-free operation.

Principle Responsibilities	
1.	Resolve 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.	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
11.	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
12.	Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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 Spec		
Attributes	Criteria	Essential (E) / Desirable (D)
Education and Qualifications	E - Good overall knowledge and experience of IT concepts and practice, current technologies and trends.	E
	D - University Degree in computer science, equivalent qualifications or equivalent relevant experience gained in the workplace.	D
	ITIL	D
Experience and Knowledge	Experience of working in an IT support environment.	E
	Considerable in depth experience of supporting IT business systems in a large corporate environment.	E
Ability and skills	Excellent problem-solving ability.	D
	Ability to analyse complex issues and quickly identify possible solutions based on a sound analysis of the information available.	D
	Excellent interpersonal and customer care skills with substantial experience of client/user contact in a variety of situations.	D
	Ability to handle pressure, prioritise conflicting demands and meet deadlines.	D
	Self-reliant and able to use initiative.	D
	Flexible attitude and approach to work.	D
	Ability to work with, and support, other staff.	D
	Ability to adhere to policies concerning data security, data protection, and confidentiality.	D
	Ability and motivation to gain useful experience in new technical areas.	D
	Ability to take responsibility in a support situation.	D
	Ability to analyse issues and problems logically	D
	Ability to independently produce clear documentation for policies and procedures.	D
	Ability to work to challenging deadlines.	D
	Able to work well under pressure and prioritise own work.	D
	Excellent verbal and written communication skills.	D

	Committed team member and works to joint goals and standards	D
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	E