

JOB DESCRIPTION	
<b>Job title:</b> Application Support Analyst	<b>Accountable to:</b> Head of Business Services
<b>Contract length:</b> Permanent	<b>Hours per week:</b> 35 <b>Weeks per year:</b> 52
<b>Salary:</b> £34,326 - £44,421	<b>Grade:</b> 4
<b>Service:</b> IT Services	<b>Location:</b> LCC- Elephant & Castle
<b>What is/Who are IT Services?</b> University IT Services provides the IT network, infrastructure and support for UAL. This includes computers and mobile devices, and applications to support the work of staff and students. In addition the department manages a large portfolio of business change projects.	
<b>What is the purpose of the role?</b> To provide specialist support in the Business Services Team, developing and maintaining supported services and their components, liaising with technical teams and external suppliers where required. To perform requirements analysis for change initiatives, contributing towards projects relating to the development and implementation of business services. To ensure release processes and procedures are maintained, enabling smooth transition into operations. The Business Services team promotes a customer-centric and business-focused approach to service management, aligning business objectives with IT from strategy through to operations and continual service improvements.	
<b>Duties and Responsibilities</b> <ul style="list-style-type: none"> <li>• Coordinate the Business Services Team service operation processes to help ensure that service targets are met by investigating, diagnosing and contributing to the resolution of all incidents, service requests and potential and actual service problems.</li> <li>• Coordinate relevant changes and releases, contributing towards the reduction of known errors and the increase in business value.</li> <li>• Coordinate external and internal suppliers, liaising with Business Service customers to help ensure good service delivery.</li> <li>• Contribute towards the maintenance and development of designated services within the service portfolio / catalogue, and service assets within the IT configuration.</li> <li>• Contribute towards the Business Services team's service design processes to develop services and solutions in support of business objectives.</li> <li>• Contribute towards the Business Services team's service transition processes to ensure that all changes are introduced into operations with the correct support in place.</li> <li>• Contribute towards the IT Services continuous improvement programme.</li> <li>• Contribute to business services projects as required.</li> <li>• Support configuration management processes in relation to designated services and assets.</li> <li>• Conduct and document technical readiness testing for supported business services and prospective products.</li> <li>• Responsible for the maintenance of service documentation.</li> <li>• Assists business service owners in defining their users' access rights and privileges.</li> <li>• Manage and monitor performance of enterprise applications.</li> </ul>	

- Conveying technical concepts to non-technical staff.
- Research and remain informed of new technology and development tools.
- Plan and prioritise own workload to meet service or project requirements and personal objectives.

#### **General**

- Assume other reasonable duties consistent with your role, as determined your line manager, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

#### **Key Working Relationships**

- Systems Owners
- Third party suppliers
- Technical Services team
- Web Services team
- Service Desk Analysts
- Project Managers
- Business Analysts
- Solutions Architects

#### **Specific Management Responsibilities**

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): None

Last updated: 21<sup>st</sup> August 2018

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<p>Proven experience of delivering application support within an ITIL framework.</p> <p>Knowledge and experience, including any relevant qualifications, in any of the following areas:</p> <ul style="list-style-type: none"> <li>• system administrator for Windows and/or Linux operating systems; including working with IIS, Apache, Tomcat technologies</li> <li>• working with applications across a variety of architectures (3-tier, client-server)</li> <li>• working with relational databases, including MS SQL and Oracle</li> <li>• creating scripts using Powershell (or similar)</li> </ul>
Relevant Experience	<p>Demonstrable experience of delivering improvements to services ensuring that they deliver to and meet customer needs and/or business objectives.</p> <p>Demonstrable experience in the knowledge and skills in the areas listed below:</p> <ul style="list-style-type: none"> <li>• ITIL best practice guidance, in particular, Incident, Problem and Change Management.</li> <li>• Helpdesk call logging/Service Management software</li> <li>• Practical experience of producing and maintaining technical and procedural documentation</li> </ul> <p>Proven experience of resolving problems and communicating technical information to technical and non-technical audiences</p> <p>Experience of delivering services to agreed service levels; providing suggestions for and delivering improvements and efficiencies to systems and services</p> <p>Experience of building and maintaining working relationships with customers and with third party suppliers</p> <p>Good understanding of current and emerging technologies and standards in the industry</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p>

Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Last updated: 21<sup>st</sup> August 2018