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| Job title: | Application Support Specialist |
| Directorate: | IT & innovation |
| Date written: | June 2022 |
| Notice period: | 1 Month |
| Job grade: | GG5 10 |
| Job code: | 4624 |

Purpose of job

Support core business systems and users by troubleshooting incidents and problems, maintaining accurate records of actions and resolutions.

Involvement in occasional specific technical projects as a technical resource further enhancing the applications.

Key duties and responsibilities

- First line application support to end system users which may include diagnosing user problems and providing advice and guidance to enable them to remedy the problem; reporting bugs, application support problems and requirements for escalation internally and/or with 3rd party suppliers.
- Perform system administrative tasks, such as User Management, Application Security Management, system reporting and upgrade support as required. Ensuring that all process documentation is clearly written and maintained.
- Be the escalation point for 2nd/3rd line support calls providing resolution to end user issues. Identify, diagnose and resolve the root cause of problems. Ensure minimal business impact and proactively prevent further incidents.
- Analyse and evaluate business processes and agree requirements specifications, actively seek opportunities to improve systems functionality and reliability. Identify and evaluate enhancements and new and replacement IT systems.
- Contribute to the planning and success of projects to deliver benefits to the organisation such as cost savings or improved services and/or efficiencies.

- Implement change control procedures to ensure that modifications to the Group's systems are managed and controlled with minimum user disruption and system downtime.
- Be the IT SME for core systems including, but not limited to, Open Housing, Open Accounts, Mobilise.
- Aid in the production and maintenance of system documentation.
- Provide training to colleagues within your team to provide resilience to areas you may specialise in
- Undertaking any other duties commensurate to the role.

Knowledge, skills and experience required

- An in-depth knowledge of the operation, management and support of housing, financial and CRM systems, processes and procedures. Experience of Capita Open Housing, Capita OpenAccounts, Total Mobile, Microsoft Dynamics CRM, Swordfish and Office 365 would be an advantage.
- Systems expertise and knowledge gained in a similar role, preferably with housing and financial systems.
- Experience of database and programming languages to assist with the introduction of enhancements, together with integration and support of core systems. Experience of Progress, MS SQL, MySQL and Azure would be an advantage.
- Extensive experience in supporting customers at all levels in a challenging environment dealing with a diverse range of issues and queries.
- Understanding of ITIL to Foundation Level and how it relates to incident and problem management, change control and release management.
- Experience of presenting and demonstrating software solutions to stakeholders with differing levels of knowledge.
- Experience of carrying out systems analysis, business process mapping and systems testing.
- Full clean driving licence and/or ability to travel in a timely and efficient manner to attend meetings, frequently located in areas not covered by public transport
- Demonstrates our Values and Behaviours.

| Version | Revision date | Summary of Changes | Author |
|---------|---------------|---|-------------|
| 1.1 | n/a | Original documents | Chris Bragg |
| 1.2 | June 2022 | Update of tasks and terminology. Change of job code and title from 4610 Application Support Analyst to 4624 Application Support Specialist. | Chris Bragg |