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| **Role title** | Application Support Analyst |
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| **Department** | IT |
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| **Business unit or function** | BIS |
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| **Role reports to** | Operations Manager |
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| **Roles managed** | n/a |
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| **Purpose of the role** |
| The Application Support Analyst will help develop and maintain internal relationships across the UK and European business in order to drive service excellence and promote inter-departmental cooperation.Following agreed methodology, utilising best practices, the role holder will work with the relevant system owners to learn and develop skills to support the department with ticket and incident resolution of business line applications. |
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| **Accountabilities of the role** |
| * Perform tasks with a high degree of independence and autonomy.
* Resolution of application incidents and service requests.
* Evaluate, test and assist development of new processes in business line applications, ensuring they meet business requirements.
* Produce and maintain appropriate system documentation for current and new applications, ensuring that documentation is up to date, clear and available.
* Identify potential solutions and prepare proposals for implementation.
* Support the department by using business tools and methodologies.
* Support the creation of test documentation and the actual testing of business line applications before they are delivered to the business.
* Installation of business line applications to devices, ensuring the installation is successful and compliant with licensing requirements.
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**Competencies, Skills, Qualifications & Experience**

**Essential** attributes are the minimum requirement for a role holder. Without these attributes, the role could not be performed. **Desirable** attributes would enable the candidate to perform more effectively, but they are not critical to the role.

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| **Competency, Technical Skill or Knowledge** | **Essential** | **Desirable** |
| Good oral and written communication skills | X |  |
| Adaptable, creative and resilient with a positive attitude | X |  |
| IT fault-finding and resolution | X |  |
| Application support using remote tools  |  | X |
| Awareness of Microsoft business applications  | X |  |
|  |  |  |
| **Qualifications** | **Essential** | **Desirable** |
| GCSE English/Maths/Science | X |  |
| ITIL Foundation certification | X |  |
| Microsoft Certified |  | X |
| **Previous Experience** | **Essential** | **Desirable** |
| Exposure to business environment | X |   |
| 1st & 2nd Line technical support | X |  |
| IT Application support | X |  |
| Business application installation |  | X |