1. Job Details

Job title: Senior Applications Support Analyst

School/Support Department: Management Information Services

Unit (if applicable): Application Support, part of Development Services Group

Line manager: Applications Support Manager

2. Job Purpose

To provide and co-ordinate high quality technical support for the corporate applications delivered by MIS to one or more of the major University business areas acting as primary contact for all support related communication between MIS and its partners within that business area. To contribute specialist business and technical expertise to project teams ensuring that new IT systems and facilities are introduced successfully with minimal risk to the ongoing operation of University business.

3. Main Responsibilities

1. Managing and co-ordinating support activities within one or more business areas, manage support resource budgets, confirming prioritisation and ensuring effective and timely communication with colleagues and business partners. This is vital in maintaining a high level of customer satisfaction within each business area. 20%

2. Resolving support problems by undertaking analysis, working closely with colleagues and business partners to identify the most appropriate technical and/or business solutions and implementing these in the production environment in accordance with relevant policies, standards and procedures. 40%

3. Using technical and business expertise to identify potential service enhancements and provide improved solutions for customers and MIS. 10%

4. To contribute specialist business application, service and technical awareness to multi-disciplinary project teams to successfully implement new and enhanced services. 20%

5. Maintain and extend knowledge of business requirements, the corporate applications portfolio and underlying technologies to provide a consistent and high quality service to customers. 10%

4. Planning and Organising

- Managing the support programme for the business area, reviewing and determining the priority for the support workload with business partners and co-ordinating the technical and customer resources required to ensure successful execution of the agreed work.
• Managing support budget resource allocations for business areas.
• Scheduling the work of Application Support Analysts and/or MIS development staff to achieve agreed support objectives.
• Working closely with Project Managers to plan and execute quality assurance, testing and rollout support tasks within the framework of the overall project plan.
• Managing personal workload of support tasks liaising with colleagues and customers as required and reporting issues to the Application Support Manager.
• Maintaining application documentation, change control records etc in line with established policies, standards and procedures.

5. Problem Solving

• Considering technical and business aspects of problems to identify solutions which will satisfy the requirements of all stakeholders. The post holder will consider the potential impact of decisions across the full range of business areas.
• Analysing support problems to find the most appropriate technical or business solution – often under extreme pressure when critical issues occur.
• Using technical and business knowledge to identify potential service enhancements to address known issues or new requirements and therefore provide improved solutions for business partners.
• Assessing the potential impact of support problems on planned or current project work and advising Project Managers on the appropriate course of action.

6. Decision Making

• The post holder has the lead MIS role in decision making for prioritising and scheduling support issues arising within the business areas for which they have responsibility.
• Day to day work responding to support problems and enhancement request is carried out with minimum supervision under the post holders own initiative.
• Direction is received from the Applications Support Manager in relation to wider work objectives and decisions with wide impact on services and project activity.
• Project work is generally carried out in close collaboration with Project Manager’s who will be directed and advised by the post holder but will ultimately make the final decision.
• There are established procedures for making changes to production systems and these require the post holder to consult with business partners and senior colleagues in Application Support Team. This is a collaborative process in which the post holder plays a key role.

7. Key Contacts/Relationships

• Main business areas eg Student, Finance, Human Resources, Estates to discuss service issues and enhancements ensuring at all times that customers remain informed and aware of relevant business impact rather than confused by unnecessary technical detail.
• Customer Services staff to ensure system changes are announced to relevant communities in accordance with MIS procedures.
• Programme Managers within MIS to ensure that the support service and project activities are appropriately co-ordinated.
• Technical services staff to ensure that support decisions are informed by an appropriate understanding of the potential impact on the IT infrastructure.
• Development staff to discuss technical options and service impacts.
• Software suppliers to progress support problems which require external assistance.
8. Knowledge, Skills and Experience Needed for the Job

- At least five years experience working in an IT support role with at least two years experience in an IT service management role.
- Excellent verbal and written communication skills.
- Strong customer focus and team building skills.
- Degree or equivalent academic or practical qualification
- Ability to learn and support a broad range of technologies within a variety of business contexts often working simultaneously on a range of differing problems progressing each as dictated by customer and technical requirements.
- Confidence and flexibility to work under pressure to deliver effective and high quality solutions.

9. Dimensions

- Fulfilling the lead support role in multi-disciplinary projects with five or more MIS and customer staff.
- Supporting services delivered to 3000+ staff, 3000+ visitors, 3000+ alumni and 20000+ students
- Supporting 70+ corporate application services based on a range of different technologies
- Providing business and technology expertise to MIS staff (50+) and MIS customers on both existing services and project activities (~60 projects per annum).
- Management of support budget resource for a major University business area – Estates 114 days per annum, Finance 228 days per annum, HR 228 days per annum, Student and related 456 days per annum

10. Job Context and any other relevant information