

Job Title: Apps Support Analyst	
Job Evaluation Number	B989

JOB DESCRIPTION

Job Title: Apps Support Analyst	Location: Kidlington or Southampton
Job Family: ICT	Role Profile Title: BB3 Police Staff
Reports To: Apps Support Team Leader	Band level: 3Q
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: provide application maintenance and support services, either directly to users of the systems or to service delivery functions, including the investigation and resolution of Incidents and Problems and the monitoring of performance.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Ensure a timely response to incidents and requests for the support, resolution and management of applications according to agreed procedures to meet the business needs.

2. Provide the operational support and management of managed applications and data including the implementation, upgrade, patching and maintenance to provide an efficient service to the business in line with Service Level Agreements.

3. Provide technical expertise and support project planning including the implementation of managed applications and data in order to meet business objectives.

4. Contribute to policy, standards and procedures for Application Support to ensure delivery of service to agreed service levels.

5. Investigate technical issues and requirements, and where necessary, utilise third parties or internal resources to ensure continuity of service to the business.

6. Use available software or specialist monitoring tools to proactively monitor performance, capacity and availability of managed applications and data extracts in the supported environment.

7. Create and maintain documentation of managed applications and data extracts to ensure knowledge transfer within the department.

8. Provide advice and guidance to develop other members of the team in relation to their technical specialism. Provide advice and guidance within the organisations and third party agencies within their specialist area.

Additional Comments: The above allocation of percentages will vary for an apprentice within this role as they will be expected to spend 20% of their time undertaking development, including time spent completing the Infrastructure Technician apprenticeship

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:

Receives work in the form of specific objectives and from incident queues.

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The role holder will work with immediate and or / wider ICT team members to share best practice whilst providing development and performance assistance when required. They will act as a subject matter expert to provide guidance and advice to all TVP staff where necessary.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

Fully competent

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Good communication skills (written and oral) with a proven customer focussed approach, problem solver and able to work systematically and with little direct supervision.	E
2. Proven experience of working as part of a team and with little direct supervision. Must be flexible and adaptable, a proven problem solver with the ability to work systematically.	E
3. Is a recognised practitioner in applications and user support.	E
4. Good understanding of IT operating infrastructure.	E
5. Commitment to continued professional development.	E
6. Good understanding of application architectures and delivery across multi-site organisation(s).	E
7. Previous experience of using structured analysis techniques to diagnose / resolve issues.	E
8. Proficient in one or more application development software tools and languages, which automate or assist part of the development process e.g. Oracle Developer, XML, XSLT, Business Objects, Web Services.	E
9. Good understanding of Service Desk / call centre processes and tools.	E
10. Good understanding of Service Level Agreements.	E
11. Must have capability to travel to different locations across Thames Valley and Hampshire whilst undertaking all assignments in a timely manner.	E

Apprentice

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. A good standard of education (a minimum of 5 GCSEs Grades A-C/9-4, one of which must be in an IT related subject).	E
2. Good communication skills (written and oral) with a customer focussed approach.	E
3. Ability of working within a team, showing flexibility and determination to meet goals.	E
4. The ability to problem solve and think logically in a fast paced environment whilst maintaining high levels of accuracy.	E
5. Must be able to demonstrate an in interest and knowledge of Information Communication Technology Applications and have the aptitude to provide advice to service users to resolve IT related problems.	E