

Job Title: Senior Apps Support Analyst	
Job Evaluation Number	B988

JOB DESCRIPTION

Job Title: Senior Apps Support Analyst	Location: Kidlington or Southampton
Job Family: ICT	Role Profile Title: BB3 Police Staff
Reports To: Apps Support Team Leader	Band level: 3R
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 maintenance, monitoring and performance of managed applications including the investigation and resolution of incidents, problems and requests for service.

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 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.
2. Ensure a timely response to incidents and requests for the support, resolution and management of applications according to agreed procedures to meet business needs.
3. Provide technical expertise and support project planning including the implementation of managed applications and data in order to meet business objectives.
4. Develop and propose policy, standards and procedures for Application and Data Support to ensure continuity of service.
5. Investigate and escalate technical issues and requirements and where necessary utilise third parties or internal resources to ensure continuity of service.
6. Create and maintain documentation of managed applications and data extracts to ensure knowledge transfer within the department.
7. Use available software or specialist monitoring tools to proactively monitor performance, capacity and availability of managed applications and data extracts in the supported environment.
8. Provide advice and guidance within the organisations and third party agencies for managed applications and data to ensure alignment with business requirements.
9. Provide quality assurance, peer reviews, advice and guidance to develop other members of the team and department.

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:

To ensure maximum application availability and stability to users.

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

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Provides application and data support to approximately 16000 users across all organisations.

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.

<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, using own initiative within recognised guidelines.	E
2. Awareness of current and emerging technologies to ensure maximum business benefit from technological innovation.	E
3. Good understanding of application architectures, operating infrastructure and delivery across multi-site organisations.	E
4. Experience of strategic application architecture, delivery and support.	E
5. Good understanding of Service Desk / Call Centre processes and tools.	E
6. Experience of using structured analysis techniques to diagnose and resolve issues.	E
7. Experience of application and data lifecycle management.	E
8. Good understanding of Service Level Agreements	E
9. Commitment to continued professional development.	E
10. Able to achieve significant outcomes through influence and persuasion rather than direct line authority.	E
11. Proficient in one or more application development software tools and languages, which automate or assist part of the support process for example Oracle Developer, XML, XSLT, Business Objects, Web Services.	E
12. Broad knowledge and experience of diverse products and business requirements.	E
13. Must have capability to travel to different locations across both Forces and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential.	E
<i>Additional comments:</i> * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	