



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Application Support Analyst, IT



**Salary: Grade 5 (£22,659 – £26,243 p.a.)**

**Reference: CSUIT1279**

**We will consider job share and flexible working arrangements**

# Application Support Analyst IT

**Are you interested in building your professional experience through supporting a range of applications in a complex information systems environment? Are you an enthusiastic and driven individual with a desire to be part of an Application Support team delivering high quality IT services to effectively support a range of business critical systems?**

Your role will be focused on providing support and maintenance for a diverse range of existing services and applications within the Application Support IT team, initially focusing on SharePoint and Office 365 Applications. Your excellent communication skills will be utilised when working with a wide range of IT colleagues, stakeholders and users. You will be part of a team delivering support for services that underpin a range of business critical activities. You will ensure that requests and incidents are effectively responded to in a timely manner and to meet customer satisfaction levels.

You will utilise skills, knowledge and experience gained through working in a technical support role to provide high quality proactive and reactive application support. You will answer technical queries, troubleshoot system issues and problems across a diverse portfolio of applications. You will work effectively as part of a team, aligned to the software application support lifecycle ensuring effective communication and consultation with stakeholders and customers in delivering high quality customer focussed application support services.

Working in a complex environment, your work as an Application Support Analyst will involve ensuring user documentation is maintained in line with standard operating procedures to ensure alignment with industry best practice, IT standards and regulatory compliance.

## What does the role entail?

As an Application Support Analyst your main duties will include:

- Working to agreed standard operation procedures and industry standards to effectively support existing services and new services;





- Providing advice and guidance to influence and shape system support service levels and standards that represent best value for customers and meet agreed expectations;
- Providing support for core services by handling incidents, undertaking investigation, working with colleagues to confirm bugs and providing clear and timely communication with users;
- Responsible for effectively planning and allocating your own time, and the time of others when appropriate, to ensure efficient deployment of resources, planning and prioritising work in line with the aims, objectives and priorities of the wider IT Service;
- Establishing and maintaining effective working relationships with a wide range of individuals at all levels;
- Supporting the development and implementation of a customer focused application support service;
- Responsible for training, mentoring and coaching colleagues in the team to share best practice and ensure high standards of application support are consistently provided to all customers;
- Supporting the ongoing development of Standard Operating Procedures and continual service improvement, including ongoing development of knowledge base articles and artefacts;
- Working collaboratively with colleagues from across IT to ensure estimation and scoping, planning, design, development and transition into service are included in planning and organising of work.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

## What will you bring to the role?

As an Application Support Analyst you will have:

- Experience of providing technical or application support in a diverse technology environment;
- Ability to learn to effectively understand issues and problems raised by customers to effectively respond to diverse groups of stakeholders and appropriately resolve queries and problems;



- Ability to proactively engage with a wide range of customers and colleagues, providing excellent customer experience and developing a customer focussed team ethos;
- Ability to effectively write both system documentation and user guidance;
- An ability to explain technical problems in non-technical language;
- Ability to undertake technical trouble shooting;
- Strong initiative, with excellent organisational, planning and self-management skills, including the ability to work accurately and carefully, manage and complete projects to deadlines and deliver high quality work;
- Experience of effectively co-ordinating your own work and that of colleagues to respond effectively to changing priorities, assessing urgency and criticality of support requests, incidents and problems;
- Effective communication and interpersonal skills, including written and presentational, with the ability to work and engage with a diverse range of customers and stakeholders at all levels;
- Experience of using Microsoft SharePoint (on premise hosted sites and/or SharePoint online) and providing assistance to others in its day-to-day use;
- Experience configuring SharePoint groups and permissions.

You may also have:

- Experience using/supporting Microsoft Office 365 applications;
- Experience creating Microsoft Flow / SharePoint Designer Workflows;
- Experience writing/running PowerShell;
- Experience of systems development, and/or working with specifications and writing systems documentation;
- Knowledge of ITIL principles or an ITIL 2001 Qualification.

## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.



## Contact information

To explore the post further or for any queries you may have, please contact:

### Holly Rae, IT Operational Lead (Application Support)

Tel: +44 (0)113 343 2030

Email: [H.Rae@leeds.ac.uk](mailto:H.Rae@leeds.ac.uk)

## Additional information

Find out more about [IT](#).

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

