



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Application Support Analyst, IT



Salary: Grade 7 (£33,199 – £39,609 p.a.)

Reference: CSUIT1283

We will consider job share and flexible working arrangements

Application Support Analyst IT

Are you interested in utilising your experience in 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 for a diverse range of existing services and applications, including responsibilities for effective incident, problem and request management. Your excellent communication skills will be utilised when working with a wide range of IT colleagues and users. You will be part of a team delivering support for services that underpin a range of business critical activities. Initially this will focus on a number of Student information systems and services. You will contribute to the development of new and existing key core services used by a range of business stakeholders, working closely with business change and IT change professionals to ensure systems support is fit for purpose and meets strategic and user requirements.

You will utilise skills, knowledge and experience gained through working in an Application Support role to provide high quality proactive and reactive application support. You will work effectively, aligned to the software application support lifecycle ensuring effective communication and consultation with stakeholders and customers in delivering and maintaining provision of fit for purpose solutions.

Working in a complex environment, your work as an Application Support Analyst will involve ensuring user documentation developed and maintained in line with standard operating procedures to ensure alignment with industry best practice, IT standards and regulatory compliance. As an experienced member of the team you will be responsible for supporting, training, coaching and mentoring trainee developers.

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 expert advice and guidance to influence and shape system support service levels and standards that represent best value for customers and meet agreed expectations;
- Acting as a lead in the application support area for change management processes, adhering to change procedures, effectively documenting changes;
- 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;
- Analysing a range of management information, identifying trends and patterns to ensure that application support services are part of a process of continual service improvement;
- Proactively 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;
- Working with procurement to ensure effective supplier management, including development of processes, contribution to licence and software asset management agreements;
- 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:

- Extensive experience of providing technical or application support in a diverse technology environment;
- Experience of analysing source code and scripts written in a variety of languages;
- Experience of writing/using SQL to analyse business critical data stored in databases;
- Experience of supporting and maintaining an enterprise information management system;
- Experience of effectively gathering service requirements from diverse groups of stakeholders, to inform current and future service provision;
- Experience of proactively engaging with a wide range of customers and colleagues, providing excellent customer experience and developing a customer focussed team ethos;
- Experience of writing both system documentation and user guidance;
- An ability to explain technical problems in non-technical language;
- Experience of 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.

You may also have:

- Experience of systems development, and/or working with specifications and writing systems documentation;
- Experience in supporting or developing with the following technologies: GIT, HTML, Java, Oracle Forms, Oracle SQL Developer, Perl, PL-SQL (Oracle), Postgres, SVN;
- Experience of supporting or developing the Argos and Banner Systems;



- Experience of supporting Linux and Unix servers such as Centos/Redhat and Solaris;
- 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:

Nick Rhodes, IT Operational Leader (Application Support)

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Email: N.G.Rhodes@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.



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.

