



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Application Support Analyst (Library Special Collections), IT



**Salary: Grade 7 (£33,797 – £40,322 p.a.)**

**Reference: CSUIT1308**

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

# Application Support Analyst (Library Special Collections) 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 as part of a team focused on providing support for a diverse range of existing business critical library services and applications, including responsibilities for effective incident management. Your main focus will be to deliver a sustainable service for the discovery, usability, management and preservation of Special Collections metadata and digital collections and, in addition, you will also provide support for the university's Reading Lists service. You will work closely with IT and Library colleagues in order to deliver these services.

As well as providing responsive support for these services, you will also lead the managed enhancement of the systems in liaison with Library and IT colleagues. This could include the design and implementation of new tools or the integration of existing tools with new technologies in order to deliver a seamless resource discovery experience for users and the maximum efficiency for Special Collections staff.

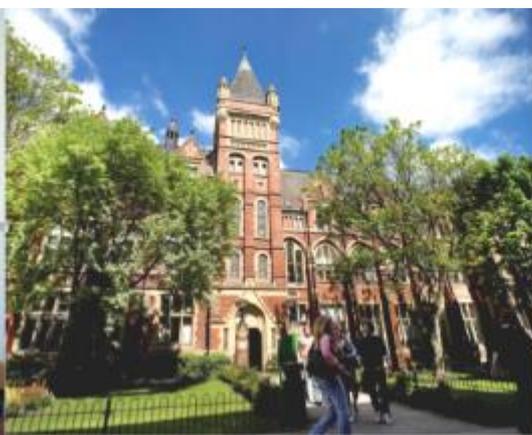
You will utilise skills, knowledge and experience gained from your previous roles to provide high quality proactive and reactive application support and development. You will have extensive skills and experience in a scripting language such as PHP, Perl or Python, familiarity with LAMP stack development and competency in SQL. Ideally, you will also be familiar with the field of digital asset management and digital scholarship and will have some experience of general data handling using different data schemas. 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 analysts



## 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 a colleagues to confirm bugs and providing clear and timely communication with users;
- Responsibility 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 part of a process of continual service improvement;
- Proactively supporting the development and implementation of a customer focused application support service;
- Responsibility 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, including experience of technical troubleshooting;
- Experience of general system administration (including command line familiarity) along with an understanding of access and security considerations;
- Strong analytical and problem-solving skills;
- Experience of effectively gathering service requirements from diverse groups of stakeholders, to inform current and future service provision, and in effectively designing technical solutions to meet requirements specifications;
- 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 developing systems and programs using a range of technologies, languages and development tools including the use of source control principles and systems and the writing of documentation;
- An ability to explain technical problems in non-technical language;
- 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;
- Extensive skills and experience with a scripting language such as PHP, Perl or Python and familiarity with LAMP stack development along with a competency in SQL.



You may also have:

- Familiarity with the field of digital asset management, digital collections, digital scholarship, data visualisation and the Open Archival Information System (OAIS) model for digital preservation;
- Experience of general data handling, data migration, and data translation between different data schemas ideally including MARC, ISAD(G) and SPECTRUM and scripted transformations on XML and JSON data;
- Experience of systems development, and/or working with specifications and writing systems documentation and user guidance;
- 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:

**Rod Crowley, IT Operational Lead (Application Support – Research Services)**

Tel: +44 (0)113 343 5565

Email: [r.crowley@leeds.ac.uk](mailto:r.crowley@leeds.ac.uk)

## Additional information

Find out more about [IT](#).

Find out more about the [University Libraries](#).

## 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.

