Role: Application Support Analyst

Department: ICT

From: £22,500 per annum

Responsible to: Senior Applications Administrator

Job Purpose:

Identify and resolve issues with applications, following agreed procedures. Carry out agreed applications maintenance tasks.

Main duties and responsibilities:

- Receive and log requests for support from help desk, other service delivery staff and/or users. Prioritises requests in accordance with agreed criteria.
- Within own area of responsibility, and following agreed procedures, investigate issues and other requests for support and determine appropriate actions to take.
- Within own area of responsibility, provide correct responses to requests for support by means of for example: identifying work-arounds and operating procedures, training users or operations staff, producing additional documentation, or escalating requests to senior colleagues or software suppliers.
- Ensures all work is carried out and documented in accordance with required standards, methods and procedures.
- Monitor progress of requests for support and ensure users and other interested parties are kept informed.
- Liaise with senior colleagues or software suppliers on the development of system enhancements to overcome known problems or further fulfil user requirements.
- Investigate minor security breaches, in accordance with established procedures and security standards. Compile reports and recommendations for management follow-up.
- Operate and administer logical access controls relating to one or more platforms in order to provide continuous and secure access to information services. Ensure that all configuration to System Operational Security is consistent with the requirements of the council's Corporate Business and ICT security strategies.
- Following agreed procedures and under the direction of the senior applications administrator, undertake basic systems administration tasks.

Cyber Security and Risk Management responsibilities

- As an employee of Cantium Business Solutions you are required to complete regular mandatory training in relation to Cyber Security and Risk Management and continually ensure your knowledge is kept up to date.
- All Cantium employees have a responsibility to protect the confidentiality, availability and integrity of personal data that is processed by Cantium, as well as a responsibility to report any data disclosed in error.

Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;
- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company's reputation for delivering high quality back-office services to its customers.

Person Specification

Qualifications	• Educated to GCSE level or equivalent standard, including Mathematics and English.
Experience	• Some experience of working in a fast-moving busy environment in an IT support role.
Skills & Abilities	• Familiar with customer service techniques for ensuring that full account is taken of customers' real and stated needs in the delivery of IT services.
Knowledge	• Familiar with the application of automated systems to the support of specific business functions or processes. • Familiar with the application of automated (software) tools which enable selective access to information held within some form of database or "data warehouse". • Familiar with the activities, structure, and position in the organisation of the functions or departments for which services are provided. • Familiar with methods and techniques for writing effective reports. • Familiar with methods and techniques for the organisation, storage and version control of information in both paper and electronic formats. • Aware of the discipline of configuration management which gives precise control over IT assets by allowing IT management to maintain information about the "configuration items", including hardware devices, computer programs, documentation, telecommunications services and computer centre facilities,

	required to deliver an IT service.
	• Aware of specific standards associated with the IT practitioner's current role.
	• Aware of the IT infrastructure (hardware, databases, operating systems, local area networks etc) and the IT applications and service processes used within own organization.