

Kent County Council

Job Description: *Support Analyst*

Directorate: Adult Social Care and Health
Division: Business Support
Section/Unit: Systems
Grade: KSD
Responsible to: User Support and Training Specialist

Purpose of the Job:

To provide day-to-day user support for business systems, helping users resolve issues and use systems effectively. The postholder delivers responsive and proactive support, contributing to service reliability and user confidence while developing knowledge and skills.

Main duties and responsibilities:

1. Provide first-line support to system users, responding to queries and resolving routine issues in a timely manner.
2. Escalate more complex issues appropriately, ensuring clear handover of information to support resolution.
3. Support users in understanding system processes and functions, providing clear and practical guidance.
4. Log, track and update support activity, ensuring accurate records and communication with users.
5. Identify recurring issues and trends, feeding back to support continuous improvement.
6. Work collaboratively with colleagues, supporting effective delivery of the support service.
7. Follow established processes and procedures, including those relating to data protection and system use.
8. Develop knowledge of systems and support processes, building capability through learning and experience.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Support Analyst*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• Level 2 qualification or extensive equivalent experience. • Evidence of continuous professional development.
EXPERIENCE	• Experience with supporting business critical systems and applications, including logging, updating and progressing incidents in line with agreed processes. • Experience of maintaining accurate knowledge base content, guidance notes or work instructions, with support from more senior colleagues where required. • Experience of undertaking initial investigation and basic technical troubleshooting of system queries, incidents or user issues. • Experience of supporting the implementation of system processes, procedures and guidance for users. • Experience of providing technical or system support to customers, colleagues or service users in a clear and customer-focused way. • Experience of contributing to project or change activity, including supporting testing, documentation, data checks or communication tasks. • Experience of supporting application enhancements or system changes by gathering information, recording issues and feeding back findings to senior colleagues. • Experience of reviewing and improving knowledge base articles, process notes or team guidance to improve consistency and ease of use. • Experience of testing system changes, upgrades or fixes using agreed test scripts and recording results accurately.

SKILLS AND ABILITIES	• Good technical application support skills, with the ability to learn new systems, tools and processes and apply that learning in day to-day work. • Ability to use digital tools confidently and develop awareness of emerging technologies, including artificial intelligence (AI), where these are relevant to service improvement and responsible working practices. • Ability to support positive working relationships and open communication with customers, colleagues, suppliers and other stakeholders. • A positive, helpful and customer-focused approach, with good organisational skills and the ability to manage competing priorities appropriately. • Ability to respond calmly and professionally to queries or issues, escalating more complex or sensitive matters where needed. • Ability to carry out routine configuration, access checks, support tasks or system administration activities in line with agreed procedures. • Ability to identify and report risks, recurring issues or potential service impacts, and support agreed actions to resolve them. • Ability to follow processes accurately, maintain clear records and contribute to continuous improvement within the team. • Good written and verbal communication skills, with the ability to explain system guidance in a clear and accessible way.
KNOWLEDGE	• Working knowledge of business critical applications used within the Council or a willingness to develop this knowledge quickly. • Developing knowledge of ASC systems, digital functions and operational processes relevant to providing effective system support. • Awareness of application upgrades, backups, business continuity and disaster recovery arrangements, and the importance of following agreed procedures. • Awareness of the pressures facing local government and the role that digital systems, data quality and appropriate use of AI can play in supporting efficient services. • Awareness of access management, license considerations and the importance of segregation of duties when supporting system access requests. • Basic understanding of relational databases, including the purpose of tables, fields and records, with a willingness to develop further technical knowledge.
ADDITIONAL REQUIREMENTS	• Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the Council. • Willing to undertake training and continuous professional development in connection with the post.

**KENT VALUES
AND CULTURAL
ATTRIBUTES**

Kent Values:

- We are **brave**. We do the right thing; we accept and offer challenge.
- We are **curious** to innovate and improve.
- We are **compassionate**, understanding and respectful to all.
- We are **strong together** by sharing knowledge.
- We are all **responsible** for the difference we make.

Our values enable us to build a culture that is:

- Flexible/agile - Willing to take (calculated) risks and want people that are flexible and agile.
- Curious - Constantly learning and evolving.
- Compassionate and Inclusive - Compassionate, understanding and respectful to all.
- Working Together - Building and delivering for the best interests of Kent.
- Empowering - Our people take accountability for their decisions and actions.
- Externally Focused – Residents, families and communities at the heart of decision making.