

<b>Role:</b>	<b>System Management Analyst</b>
<b>Department:</b>	<b>CB - CTO - Systems Management</b>
<b>Salary:</b>	<b>From £33,500 per annum</b>
<b>Responsible to:</b>	<b>Systems Management Team Manager</b>

### Job Purpose:

To provide high-level functional knowledge and expertise to assist with the ongoing business as usual and enhancement activity required to administer the Cantium Business Solutions (Cantium) suite of business application(s). Provide related advice and guidance to colleagues and managers. Develop, document and implement application changes based on requests for change. Apply application change control procedures.

To assist in the management of medium-scale projects directly relating to the business application tools providing service enhancements to the Cantium business.

### Main duties and responsibilities:

- i. Responsible for the definition, documentation and safe execution of small to medium-scale projects, actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project.
- ii. Establishes an understanding of business aims and facilitates development of processes to achieve them. Assesses the risks, costs and potential benefits of alternative business process designs. Analyses and establishes requirements for the implementation of changes in business processes and implements required changes to applications. Investigates, documents and analyses current business processes. Identifies alternatives, assesses feasibility, and recommends new approaches.
- iii. Specifies and configures the business application(s) covering all main system functions and requirements including the production of performance management data and reports.
- iv. Designs and produces re-usable test scripts, procedures and regression test packs (with expected results) to test new and amended software. Produces plans to test the effect of new and changed software on existing systems. Monitors progress, and documents test failures and successes compared with pre-defined criteria, creating traceability records, from test cases back to requirements, in accordance with agreed standards.

- v. Within a broad area of expertise, investigates issues and other requests for support and determines appropriate actions to take.
- vi. Liaises with application development staff or software suppliers on the development of system enhancements to overcome known problems or further fulfil user requirements.
- vii. Assesses and authorizes new releases of applications software from systems development staff or software suppliers.
- viii. Develops and maintains knowledge of the technical specialism by, for example, reading relevant literature, attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism.

## Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

## Description of Business

The company is dynamic and agile and is built on a service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

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

## Person Specification

CRITERIA	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to Level 4/5 diploma or equivalent and / or relevant experience.</li> <li>• ITIL Foundation.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Substantial experience of delivering application support and enhancements to business and/or ITSM applications.</li> <li>• Significant experience of working in a customer service environment.</li> <li>• Significant experience of application testing.</li> <li>• Experience of working on application enhancement projects.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Strong analytical and problem-solving skills with an excellent attention to detail.</li> <li>• Strong oral and written communications skills; ability to adjust approach dependant on audience to ensure understanding of technically complex solutions. Well-developed methods and techniques for writing specifications and test scripts.</li> <li>• Ability to work to deadlines and under own initiative.</li> <li>• Able to develop and establish strong positive relationships.</li> <li>• Customer- focused.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• An in-depth knowledge of a selection of the supported applications.</li> <li>• An excellent understanding of operational activity, standards and legislation covered by supported applications.</li> <li>• An understanding of principles, methods, techniques and tools for the effective management of the testing process and the execution of tests.</li> <li>• Familiar with concepts around change control, configuration management and application security.</li> <li>• Familiar with the collection, analysis and interpretation of business requirements into successful application and process improvements.</li> <li>• Familiar with methods and techniques for structured reviews, including reviews of technical diagrams, business cases and any other key deliverables.</li> </ul>