



JOB DESCRIPTION

JOB TITLE: Application Support Analyst

SECTION: ICT

DEPARTMENT: ICT

DIVISION: Finance

RESPONSIBLE TO: Head of ICT

PARTICIPATING JOB HOLDER(S):

APPROVED BY: Nick Napier

JOB HOLDER(S): tbc

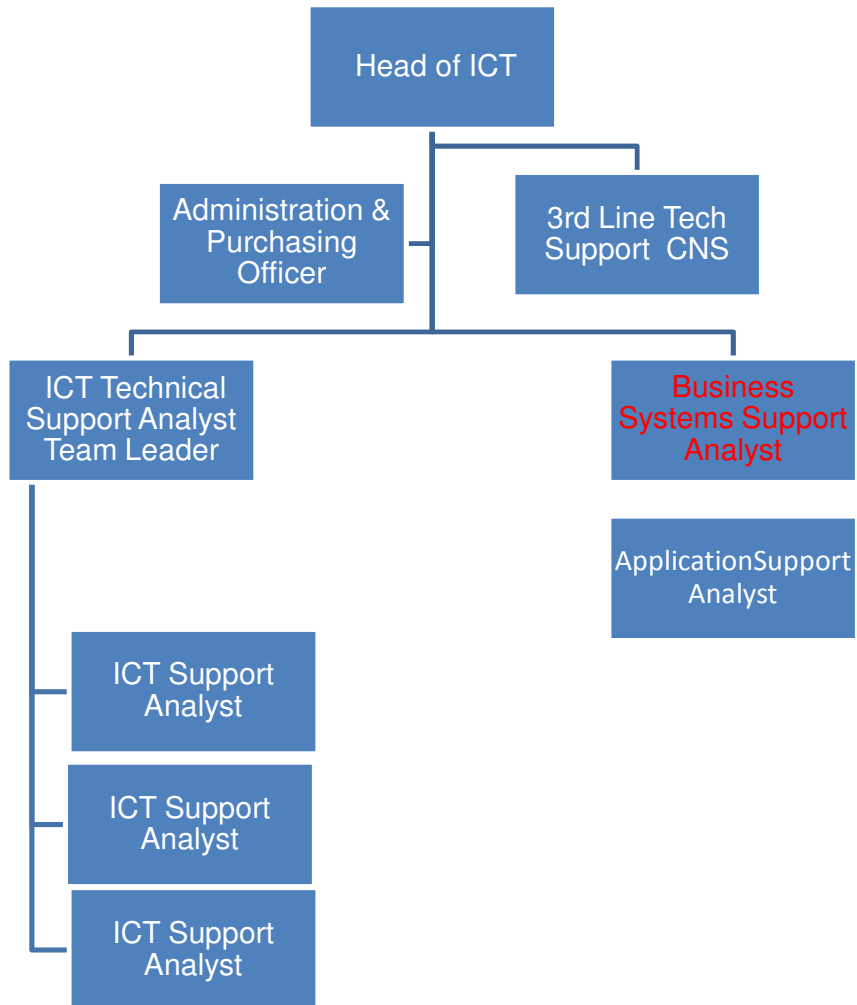
HEAD OF DEPARTMENT OR DIRECTOR: Nick Napier

JOB DESCRIPTION REFERENCE NUMBER:

GRADE ALLOCATED: 6

JOB EVALUATION REVIEW HISTORY AND EXPLANATORY NOTES:

Organisation Chart



JOB DESCRIPTION / MAIN PURPOSE

The post holder is responsible for the provision of application maintenance and support services to users of ZSL's business systems and to the IT function.

The post reports to the Head of ICT but works closely with and under the supervision of the Business Systems Support Analyst, forming a close team.

2. Key Responsibilities

- Providing application configuration and maintenance on ZSL's business facing systems, by becoming an expert on the use of all aspects of these systems;
- Delivering support to existing business users and investigating and resolving application errors, data discrepancies and queries;
- Developing, where agreed and feasible, customizations to ZSL's in-house web sites;
- Working with the Business Systems Support Analyst in identifying and proposing application system changes, better uses, enhancements and developments and liaising with appropriate vendors, users and the IT Team.

3. Key tasks

Application support

- Receive and log requests for support from help desk, other service delivery staff and/or users; investigate problems and other requests for support and determines appropriate actions to take. Prioritises requests in accordance with agreed criteria and with reference to the Business Systems Support Analyst
- Monitor progress of requests for support and ensure users and other interested parties are kept informed.
- Provide correct responses to requests for support by means of for example: making modifications to system parameters, developing work-arounds or site-specific enhancements, reconfiguring systems, changing operating procedures, training users or operations staff, producing additional documentation, or escalating requests to software suppliers. Ensure all work is carried out and documented in accordance with required standards, methods and procedures.
- Monitor application systems for which responsible by regular scrutiny of reports from the applications software or the ICT team. Note problems and identify performance trends. Where approved, take corrective action to improve performance and to avoid problems arising;
- Liaise with software suppliers on the development of system enhancements to overcome known problems or further fulfill user requirements.
- Identify and develop enhancements and functionality changes on internal web sites using for example, the provided tools and templates or developing and testing appropriate code.

Business analysis

- Assist the Business Systems Support Analyst to investigate and model business functions, processes, information flows and data structures, using methodical and consistent techniques; (ii) investigate operational requirements and problems, contributing to improvements; (iii) specify information flows, processes/procedures that will meet the business requirements;
- Document work, take part in user meetings and assist in presenting issues and solutions both orally and in writing.
- Assists in defining acceptance tests for new or changed automated systems.

JOB DESCRIPTION ANALYSIS

A. KNOWLEDGE AND EXPERIENCE

1. VOCATIONAL AND TECHNICAL SKILLS

Ideally educated to S/NVQ for Information/ Communication Technology, or sound experience in a comparable role.

Experience of supporting Web sites, with a proficient knowledge of web development tools, ideally .NET, asp, and SQL databases;

2. EXPERIENCE

Essential

- a) Application systems – experience of recording and solving application support issues from customers, prioritising requests, implementing and communicating timely solutions, both in database and web environments.

Desirable

- b) Knowledge of web programming languages and development methodologies;
- c) Business analysis techniques - familiar with techniques which help in modelling and understanding a business and its operation. Examples: functional business process models, and operating procedures;
- d) Information modelling tools – familiar with tools and techniques which can be used to document an understanding of the structure, relationships and use of information within an organisation. Examples: information usage model, relational data model, data flow model;
- e) Operating systems – familiar with Microsoft Windows and Server;
- f) Operating infrastructure – familiar with general IT infrastructure (hardware, databases, operating systems, local area networks etc);
- g) Professional standards - familiar with safety standards, help desk procedures, corporate quality and change management processes.

3. INTERPERSONAL SKILLS

- a) Analytical thinking - acquiring understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts;
- b) Attention to detail - applying quality standards to all tasks undertaken and ensuring that nothing is overlooked;
- c) Information acquisition - well developed analytical and problem solving capabilities in identifying gaps in the available information required to understand a problem or situation and devising means of remedying such gaps;
- d) Customer focus - understanding the needs of the internal or external customer and keeping them in mind when taking actions or making decisions;
- e) Oral and written expression - communicating effectively by word of mouth and in writing.

- f) Strong time management responsibility and project management skills
- g) Good communication and interpersonal skills with an aptitude for communicating complex technical issues to both peers and non-technical staff.

B. RESPONSIBILITY

1. HUMAN RESOURCE MANAGEMENT

- a) Instructing and monitoring vendors and their work; user support with some training for systems users – no direct line reports.

2. PHYSICAL RESOURCE MANAGEMENT

- a) Assisting in the management of all ZSL's business facing application systems, including Patron Edge and Patron Edge Online, the Raiser's Edge Database system, the Futura database and technical and manual interfaces between systems;
- b) Ensuring security and control of all access to sensitive customer and business data by following procedures
- c) Ensuring the integrity of data across systems and ensuring users follow ZSL guidelines on data capture and consistency.

3. COMMUNICATION

- a) Communication with key users to provide systems support and explain resolutions; listen and understand users requirements and translate them into technical solutions;
- b) Some assessment of user training requirements;
- c) Communication with vendors and suppliers to ensure the timely delivery of solutions on time and to contract.

4. LIASION

- a) Taking advice and guidance from the Business Systems Support Analyst, and liaising closely with other members of the ICT Team on support and technical issues;
- b) Liaison with vendors and third party solution providers;
- c) Liaison with other key departments involved in ZSL systems management, including Web team, membership and development, education, retail and admissions, Institute of Zoology and Conservation Programmes.

C. MENTAL DEMANDS

1. JUDGEMENT AND DECISION MAKING

- a) Required to act under pressure and make decisions that ensure ZSL's day to day business systems run correctly;
- b) Expected to make recommendations for future system development's and enhancements to the Business Systems Support Analyst

- c) Required to agree priorities with the Business Systems Support Analyst and make decisions to ensure the ongoing operation of ZSL business systems.

2. ORIGINAL THOUGHT AND PROBLEM SOLVING

- d) Ability to identify gaps in current systems and propose workable solutions;
- e) Ability to see each system in its wider ZSL context and question existing interfaces and work practices and recommend changes;
- f) Ability to plan work and actions in order to anticipate problems before they arise and implement solutions.

3. CONCENTRATION

- a) A high level of concentration required, often under pressure from users;
- b) Attention to detail paramount.

4. FLEXIBILITY

- a) The ability to adjust to the changing demands of ZSL at short notice and associated time management and prioritizing skills required to make this possible;
- b) A willingness to work occasional evenings and weekends when operational requirements dictate.

D. WORKING CONDITIONS

Standard office environment; some out-of-hours and weekend work will be required for which overtime or time off in lieu will be paid.