

Job Description - Application Support Analyst

Main Purpose of Job:

The Application Support Analyst will provide technical support for existing applications and new applications, research and implement new applications under the guidance of the team leader and to assist in the general IT housekeeping.

Dimensions and limits of authority:

On a day to day basis you will be responsible for Investigation and diagnosis of problems, providing workarounds where appropriate, writing, testing and releasing data fixes, system testing of application fixes, helping clients in the day to day use of the systems and services provided by the IS Team.

Duties and key responsibilities:

- Developing and enhancing the Society's Information Technology systems.
- Working with internal and external vendors to support and implement applications for the society using the standard tools and operational frameworks.
- To work with the Programme Office on IS/IT related projects, providing technical support and advice to individual project managers as necessary, and assisting in technical development and deployment of the project.
- Provide technical support for the Society's systems. This will include maintenance of user accounts, performance monitoring and ensuring data integrity.
- To work on, develop and improve the PBX & SIP/VoIP systems as well as other communications platforms such as OCS.
- Ensure that Database Applications operate within an IT environment that is stable, secure, resilient, monitored and backed-up in line with continuity plans.
- To work on general support duties as part of the IS team including web site maintenance updating documents and voice support
- Set up appropriate security protocols for applications and ensure their maintenance throughout the Society and are in compliance with the Society's Information Security policy.
- To undertake any other task, duties or projects that are commensurate with the general level of this post and as directed by the Head of IS/IT or other directors

Additional Responsibilities

- To adhere to all the Society's service standards, policies and procedures.
- To comply with the data protection regulations, ensuring that information on clients remains confidential.
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To work in a manner that facilitates inclusion, particularly of people with dementia.
- To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- To follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change.

Person Specification

All of the following requirements are essential, unless marked with a * when they are desirable, and will be assessed from a combination of information provided from the application form, extended interview process, panel interview and references:

Education and qualifications

- A level in English and Maths, or equivalent

Skills and experience

- Good time management skills
- Good written and verbal communication skills
- Good Knowledge Microsoft SQL Server 2005/2008 configuration, management and monitoring
- Excellent IT troubleshooting and helpdesk skills is essential
- Excellent knowledge of installation and configuration of PBX & SIP/VoIP phone systems.
- Good knowledge of web site configuration including IIS.
- Good knowledge of networking technologies and protocols.
- Good knowledge of Windows Server / Desktop technologies and protocols.
- Good knowledge of Office Communications Server.
- Experience of Salesforce and Force.com preferable
- An understanding of the need for client confidentiality and Data Protection law.

Personal attributes / qualities

- Able to travel independently throughout England, Wales and NI*
- To be able to work with minimal supervision.
- Fast learner able to work on a range of Applications and Technical Platforms
- An ability to be able to communicate effectively in writing and verbally to a wide range of people including on technical issues.
- Ability to work out of normal hours on occasions (TOIL will be available)

Value Based Behaviours

Alzheimer's Society has a value-based behavioural framework which brings our values to life in everything we do. The framework is applied across the full employment (and volunteering) life-cycle. This includes individual objectives, appraisals, performance management, reward and recognition and personal and professional development. You will be given a full copy of the framework if appointed, as part of your induction.

For this role, the key value based behaviours you will need to evidence in your application and which will be assessed during the recruitment process are:

- Act as an ambassador for people affected by dementia at all times.
- Adapt my communication style to meet the needs of those I'm communicating with.
- Keep my promises, delivering to agreed standards and within agreed timescales.
- Use my initiative to anticipate and overcome problems and obstacles.
- Actively seek and share knowledge, skills and expertise with colleagues.
- Contribute and invite new ideas and innovation in improving the way we work.