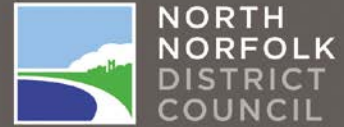


# JOB DESCRIPTION



## **Applications Support Analyst (Post 2326)**

### **Service Area**

Information Technology – Applications Team

### **Manager/Team Leader**

ICT Applications Manager

### **Direct reports**

N/A

### **Total Managed**

N/A

### **Purpose of the Role**

To provide application maintenance and support to the Council's Core Applications. To minimise service disruption and facilitate the delivery of the Council's IT services. To investigate problems with the core applications, diagnose root causes, and implement fixes. To implement system developments, enhancements and upgrades.

### **Key Result Areas**

General responsibilities include:

1. Supporting users of IT applications and software used within the Council.
2. To liaise with Business Support staff to manage and improve the Business Applications.
3. Configuration management of 3<sup>rd</sup> party software and applications to implement business process and application changes.
4. To test systems and applications to ensure functionality and performance are as expected.
5. Develop and execute reports in response to technical and user business requirements for information.
6. Assist in the management of corporate data.
7. Assist with the deployment and testing of applications and software.
8. Produce technical and user support documentation.
9. To take reasonable care for the Health and Safety of yourself and other persons who may be affected by your actions, or omissions, at work.
10. Any other work required and as directed within the confines of the existing grading and post.

# PERSON SPECIFICATION



**NORTH  
NORFOLK  
DISTRICT  
COUNCIL**

<b>Applications Support Analyst (Post 2326)</b>				
		<b>Essential</b>	<b>Desirable</b>	<b>How Identified</b>
<b>Experience/ Knowledge</b>	Experience of business applications and software management and support.	✓		<b>Appl Form/ Interview</b>
	Understanding of wider IT related technologies		✓	<b>Appl Form/ Interview</b>
	Understanding of ITIL or similar service management framework.		✓	<b>Appl Form/ Interview</b>
<b>Qualifications</b>	A level standard of education	✓		<b>Application Form</b>
	Relevant IT Qualification(s)		✓	<b>Application Form</b>
<b>Skills</b>	Basic understanding of SQL to manage and manipulate data	✓		<b>Interview/ Application Form</b>
	Crystal Reports (or similar report writing tools)		✓	<b>Interview/ Application Form</b>
	Basic MS SQL Server Admin		✓	<b>Interview/ Application Form</b>
	Understanding of Microsoft .Net development		✓	<b>Interview/ Application Form</b>
	Good communication skills (verbal and non-verbal)	✓		<b>Interview</b>
	Accuracy with written information and data	✓		<b>Interview</b>
	Good level of numeracy	✓		<b>Interview</b>
	Understanding Of Data Pr	✓		<b>Interview</b>
<b>Aptitude and Disposition</b>	Good time management.	✓		<b>Interview</b>
	Able to prioritise tasks in accordance with business priorities	✓		<b>Interview</b>
	Attention to detail	✓		<b>Interview</b>
	Committed to job related education and training	✓		<b>Interview/ Application Form</b>