JOB DESCRIPTION

Job Title: Application Support Analyst

Division: Finance & Resources

Department: IT

Salary: Up to £30,692

Contract: Full time, fixed term for 18 months (Mat Cover)

Reporting to: Technical Operations Manager

Background
As the world's greatest museum of art and design, the V&A enriches people's lives by promoting the practice of design and increasing knowledge, understanding and enjoyment of the designed world.
This is an exciting time to join the V&A IT team. Technology is integral to the operation of the V&A and plays a fundamental role in enabling the Museum to achieve its strategic objectives. The V&A IT team is responsible for supporting V&A technology, ensuring key technology services are delivered in line with Business requirements.

Purpose of job
The Application Support Analyst is responsible for IT application support activities including maintenance, administration, and second and third line support. They will work closely with the Service Desk to provide second and third line operational support and to ensure timely and efficient resolution of IT application-related incidents and service requests.
The core activity for this team is the day to day support of the Dynamics CRM and Gateway ticketing systems. These systems are key to the V&A and the Applications Team supports the application for the end user from basic how do I support through to workflow creation and issue troubleshooting.
When requested by the Change Managers, the Application Support Analyst will support the process of impact assessing and planning IT application changes, and will then implement, test and monitor required changes in line with agreed change plans.

Main tasks
Support
▪ Resolve IT application-related incidents, service requests and problems in a timely and efficient manner in line with Business requirements.
▪ Employ appropriate application maintenance, support and incident management processes and procedures to support and maintain IT applications, and to investigate and resolve IT application-related incidents.
▪ As required, provide timely communication to users on the status of their service requests and incidents.
▪ As necessary, liaise with IT suppliers to ensure IT application-related incidents and problems are resolved in a timely and professional manner.
▪ Ensure problem prevention methods are continually applied to improve service levels and reduce costs.
▪ Undertake IT application-related problem diagnosis, implementing problem resolution or prevention measures as appropriate.
▪ Monitor the availability, performance and throughput of supported IT applications.
▪ Prioritise and schedule assigned support activities and tasks.
▪ Maintain IT application support technical documentation.
▪ Participate in disaster recovery activities as required.

Change
- Work with the Change Managers to review and impact new business requirements.
- Contribute to technical aspects of key change documentation such as business requirements, change impact assessments, change implementation plans, change tickets, change roll-out plans etc.
- Ensure capacity, availability, security and service support requirements are considered in all IT application changes.
- Implement, test and monitor required IT application changes in line with change implementation plans.
- Ensure IT application changes meet the agreed service acceptance criteria.

General
- Understand and comply with the IT organisation requirements, processes, procedures and policies.
- Share knowledge and expertise with others, coaching and supporting team members as required.
- Perform other duties as assigned by your line manager.
- Undertake knowledge management activities: identifying, controlling and storing any pertinent information, and maintaining knowledge items to ensure that they are current, relevant and valid.
- Ensure that all activities are performed at a consistently high standard with minimal risk to the V&A, and that opportunities to improve services and processes are identified and actioned.
- Carry out ad hoc duties as requested by appropriate managers within your department.

PERSON SPECIFICATION
Essential requirements
- Experience of performing a similar role
- Demonstrable experience of supporting Dynamics CRM (or similar system)
- Experience of application support of systems such as:
    - Dotmailer
    - Microsoft Navision
    - Ecommerce systems
    - FileMaker Pro
- Understanding of ITIL service management processes.
- Skilled in IT problem diagnosis and resolution.
- Strong communication and interpersonal skills, with an ability to communicate technical information in an
- Strong sense of ownership and ability to follow tasks through to completion.
- Ability to effectively engage with third party suppliers, with experience of allocating work to suppliers and working with suppliers to resolve issues.
- Ability to work as part of an effective and highly skilled team.
- Willingness to learn new technologies and maintain industry knowledge.
- Ability to understand and determine when issues should be escalated to a higher level.
- Open to new ideas and change initiatives, with an ability to modify the current approach in the face of new demands.

Desirable requirements
- ITIL v3 foundation qualified.
- Experience of project management.

OTHER INFORMATION

Hours/Salary:
Net working hours (i.e. excluding meal breaks) are 36 per week.
The starting salary range is between £27,878 and £30,692. Salaries are reviewed on an annual basis.

Annual leave:
28 days plus 8 days public holidays pro rata

Pension benefits:
You will be auto enrolled into the Museum's Group Personal Pension Scheme and have the opportunity on completion of Probation to an enhanced pension provision, including an employer contribution of 10%.

Other benefits:
Non-contributory life assurance policy (to value of 4 x annual salary)
An interest free season ticket or bicycle loan is available after completion of your probationary period.
Free entrance to all the major museums and exhibitions in London as well as many others.
Subsidised staff restaurant
Discounts on purchases in V&A shops

Application process:
Please apply online via the V&A's website at www.vam.ac.uk/jobs

We are committed to promoting equality, diversity and inclusion through all our employment policies and practices. For this role, we particularly welcome applicants from those who are significantly underrepresented at the V&A such as men and individuals from black and minority ethnic communities, who meet the requirements of the person specification.

If you are having technical difficulties applying online, please use the online chat functionality which can be found on the bottom right hand side of the form. Alternatively, you can contact **Vacancy Filler** directly on **01509 236434**, and quote the role reference number and your application number (if known). Please note, Vacancy Filler are contactable, Monday – Friday between 9.00am – 5.00pm.

If you have any queries regarding the role and/or the V&A's recruitment process, you can email us – contacthr@vam.ac.uk or telephone us on 020 7942 2937 (Working hours Monday – Friday 9.00am – 5.00pm).

Closing date for receipt of applications is Monday 9th December 2019 at 10am

Interview expenses will not be paid unless there is a prior agreement.