JOB DESCRIPTION

Job Title	Application Support Analyst	Duration	Permanent
Division	Finance and Resources	Hours/FTE	Full time
Dept	IT		
Reports to	Application Support Team Leader	Direct Reports	None

Context

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. We are embarking on an exciting Technology Transformation program and this team will be central to supporting the new platforms and enhanced ways of working.

The Application Support team is a team of 4 within the IT Operations Department and works closely with other IT teams as well as key SME's and stakeholders across the Museum.

Main 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 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 core V&A applications including Dynamics CRM, Galaxy Ticketing, Salesforce Commerce Cloud, and Microsoft Business Central. 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.

The Application Support Analyst will support the process of impact assessing and planning IT application changes, and will then test, implement, and monitor required changes in line with agreed change plans.

Key Responsibilities

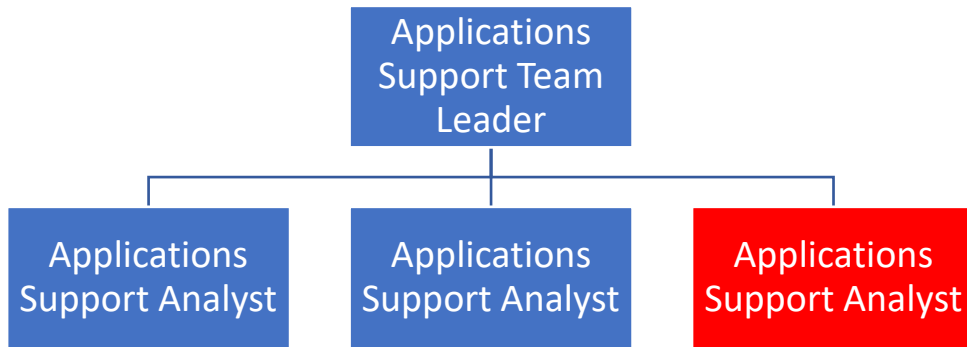| |
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| Resolve IT application-related incidents, service requests and problems in a timely and efficient manner in line with Business requirements and agreed SLA's |
| Employ appropriate application maintenance, support and incident management processes and procedures to support and maintain IT applications, and to investigate and resolve IT application-related incidents |
| As necessary, liaise with external IT suppliers as well as internal subject matter experts (SME's) to ensure IT application-related incidents and problems are resolved in a timely and professional manner |
| Undertake IT application-related problem diagnosis, implementing problem resolution or prevention measures as appropriate |
| Monitor the availability, performance and throughput of supported IT applications |
| Complete robust formalised testing (including the creation of test scripts) for all proposed releases on supported applications to ensure all changes are complete in line with change implementation plans |
| Undertake knowledge management activities: identifying, controlling and storing any pertinent information, and maintaining knowledge items to ensure that they are current, relevant and valid |
| Share knowledge and expertise with others, supporting team members as required |

	Understand and comply with the IT organization requirements, processes, procedures, and policies
	Perform other duties as assigned by your line manager

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role

PERSON SPECIFICATION

Job Specific	Demonstrable experience of performing a similar role
	Experience of application support of systems such as: Microsoft Dynamics CRM, Business Central, E-Commerce systems, Galaxy Ticketing, and DotDigital
	Skilled in IT problem diagnosis and resolution particularly with integrated systems
	Understanding of ITIL service management processes
Core Skills	Strong communication and interpersonal skills, with ability to communicate technical information in laymans terms
	Ability to effectively engage with third party suppliers, with experience of allocating work to suppliers and working with them to resolve issues
	Ability to work as part of an effective and highly skilled team
	Willingness to learn new technologies and maintain industry knowledge
Behaviours	**Respects** others' expertise, time, perspectives and contribution. **Takes responsibility** for delivering on actions, achieving high-standards and learning from mistakes **Open to change,** new ideas and suggestions; looks for opportunities for improvement and self-development **Works with others** outside their own department in a collaborative, understanding, and, engaging way.
Desirable	**ITIL Foundation** **ITSQB Foundation** **Experience of working with ticketing systems including till peripherals**

Position in the team

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                    │   Support Team      │
                    │      Leader         │
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Hours: Net working hours (i.e. excluding meal breaks) are 36 per week.
The team covers from 8am til 6pm Monday to Friday on a rota basis.