



# Role profile

<b>Job title</b>	Application Support Analyst	
<b>Role family</b>	<b>Management responsibility:</b>	
Name of role family	Does this role have management responsibility for others? <b>No</b>	<b>Specialist</b>
<b>Overall purpose of role</b>		
To provide support for the ICAEW's IT systems providing responsive and professional support to the users to resolve issues and respond to queries ensuring that all support work is performed to the highest standards, maintaining regular communication which inspires user confidence in the IT department and the IT systems used.		
<b>Main responsibilities of role</b>		
<ul style="list-style-type: none"> <li>Respond to incoming support requests, gathering information related to the request to determine the root cause of the issue and devise solutions to resolve the issue.</li> <li>Ensure that all application issues are dealt with effectively and in line with business/user priorities and expectations.</li> <li>Liaise with technical support, infrastructure, ICAEW development teams and 3<sup>rd</sup> party providers to resolve problems, implement change and deploy software.</li> <li>Communicate and co-ordinate with users and the ITD Release Management team on the release of software and fixes to the IT systems.</li> <li>Ensure that the ICAEW ticket management system is maintained with the status and action of issues assigned.</li> <li>Support ICAEW projects leveraging knowledge of IT system capabilities and business processes and controls. This may include some business discovery/analysis, design, development, testing and deployment activities, as well as overseeing the transition of project output into BAU support</li> <li>Carry out system configuration and integration activities as required for ongoing system operation.</li> <li>Create documentation detailing information and best practice regarding the IT systems and add this to the team knowledge base and ensure that the documentation is kept up to date.</li> <li>Act as a business point of contact into the Application Configuration and Support team for business users.</li> <li>Enhance the reputation of the IT department through providing effective, balanced responses to issues from internal and external stakeholders.</li> <li>Maintain effective communications with the business, ITD and suppliers in all aspects of application management and support.</li> <li>Specific duties will vary from time to time in line with the business needs</li> </ul>		

## ICAEW values – all staff are expected to work to these values

The 3 i's – Initiative Insight and Integrity

The 3 i's are the values that drive our attitude and approach to working at ICAEW, along with our ways of working being agile, collaborative and innovative.

## Initiative

- Actively collaborating to identify needs and look for innovative solutions.
- Bring together different groups and communities to work together.
- Empowering people to be agile, so they can take ownership and harness the collective efforts of ICAEW in a flexible and responsive way.

### **Insight**

- Actively gathering insights to develop innovative and considered thought.
- Collaborating with our networks to voice different perspectives and insights internally and externally to stimulate discussion and debate.
- Being agile in finding new and timely ways to provide understanding and insight to our members, organisations and government

### **Integrity**

- Acting with transparency, consistency and openness as Integrity underpins all activity we undertake.
- Standing by your principles to adhere to the highest professional standards even when facing adversity.
- Doing the right thing, even when no one is looking.

### **Candidate profile**

- Well-developed analytical and problem-solving skills.
- Ability to identify user issues and assist in resolving them.
- Keep updated on the enhancements of current systems and development of new systems to provide effect support in the systems identified.
- Highly developed organisational skills, interpersonal skills and team working
- Able to work under their own initiative and manage own priorities
- Over three years IT support experience
- Vendor management experience
- SQL server SQL script experience
- Experience in support of web-based applications
- Dynamics 365 CRM and NAV and SharePoint experience desirable
- Experience of agile working practices desirable
- Microsoft Azure Cloud experience desirable
- Azure DevOps work planning and tracking, pipelines (build and release), and ARM templates experience desirable
- PowerShell Scripting experience desirable