

Role summary

The Information Systems team designs, delivers and supports systems that we use to help run our business and empower us with the right information. The team works across the company providing solutions to all our key teams and the Management Board that leads the organisation.

The Applications Analyst will be responsible for performing complex configuration activities across a range of our business system according to functional requirements. These systems include Office365, as well as our HR system, Project Information System and other business systems.

The Applications Analyst must be self-motivated, proactive and have excellent communication and organisational skills to support and promote the effective use of these systems by the business.

There will also be a requirement to assist in the testing of applications according to provided test scripts. Training will be provided where necessary

Role Definition

Job title: Applications Analyst

Reporting to: Head of Information Systems on a day to day basis and ultimately to the Head of Technology

Responsibilities

- Input on the development of functional specifications, as required
- Build workflows, processes and user interfaces according to a functional specification using configuration functions available within each piece of software
- Proactively liaise with teams within the business to identify their requirements, and document for discussion within the team prior to delivery
- Build and document templates to agreed standards to facilitate the rapid delivery Document developed workflows and configurations to standards defined by the Head of Information Systems
- Liaise with in-house Developers where necessary
- Able to provide general 2nd and 3rd line support to these business systems as required Liaise with 3rd party vendors where necessary, to resolve incidents
- Successfully engage in multiple initiatives simultaneously
- Strong analytical skills required, including a thorough understanding of how to interpret customer business needs and translate them into an implementation strategy
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts Provide update on projects to the Head of Information Systems
- Assist in the testing of code developed by the Information Systems team, or by party developers working with the team, according to a provided test scripts Contribute, or otherwise assist, as required
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
- Thorough knowledge of and compliance with F+P procedures and standards

Qualities and Skills required

- Able to demonstrate ability to undertake the above responsibilities
- Legally able to work in the country in which the position is based
- Knowledge of Office 365
- Proven technical writing skills
- Excellent organisational skills
- Experience of user acceptance testing software
- Able to manage sensitive and sometimes confidential information
- Self motivated and able to take responsibility
- Able to demonstrate initiative and a proactive approach to daily tasks
- Good interpersonal skills and able to work independently and as part of an effective team
- Flexible attitude
- Able to build good relationships at all levels, internally and externally
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure.
- Able to work as part of an effective team assisting and supporting team members
- Due to the nature of the role, there will be a requirement to work additional hours as necessary, which may include evenings or an occasional weekend

Desirable

- Knowledge of AEC sector information management processes
- Knowledge of Newforma (Project Information Management System)
- Knowledge of ServiceNow (ITSM system)
- Knowledge of Sage People HR system
- Knowledge of Cornerstone LMS
- Familiarity of building sector project information management processes

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.