

## **Role summary**

The Applications Analyst will help to provide support and development to enhance a variety of Company's systems. This is a hands-on role and the job holder will have technical knowledge IT applications, learning fast and have worked in a technical customer service-based role. The primary focus is to provide support in the areas which include workflows, integrations, automated activities and resolving daily bau system issues. You will be liaising directly with the departmental Team, IT teams, senior stakeholders, external providers and the relevant business functions and the wider Practice. You must be able to work within a team, be self-motivated, proactive, and highly organised and customer service oriented.

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## **Role definition**

**Job Title:** Applications Analyst

**Reporting to:** Lead Business Analyst

## **Responsibilities**

- Provide system support to the a variety of stakeholders
- Investigate user problems and needs, identify their source, and determine possible solutions
- Work closely with the Information Systems team and stakeholders to tackle areas of improvement, developing and maintaining a product road map
- Participate in the development of training materials and assist in conducting training and workshops
- Maintain confidentiality with regard to the information being processed, stored, or accessed by the network
- Perform business analysis on current workflows and data
- Establish and promote guidelines, best practices and standards for the maintenance of software
- Interpret business requirements and translate these in simple achievable mbition to create a "state of the art" support service for the application users
- Understanding of databases, reporting and production of enterprice applications systems

## **Qualities and skills required**

- Fast learning and ability to think laterally
- Proactive thinking and 'can do' attitude
- Recognise, minimise and resolve production problems
- Ability to manage workloads and liaise with customers professionally at all times even when under pressure
- Set and maintain high standards for customer service and timely delivery
- Understanding of back-end systems configuration
- Excellent written and verbal communication skills

- Methodical and accurate with consistent attention to detail
- Excellent organisational skills
- Able to manage sensitive and sometimes confidential information
- Resilient with ability to cope with conflicting demands
- Able to build good relationships at all levels, internally and externally
- Good interpersonal skills and able to work independently and as part of an effective team
- Self-motivated and able to take responsibility
- Flexible attitude

## **Desirable**

- Empathy with a creative environment

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.

April 22