



ALLPAY LIMITED

Job Description

Owner	HR Manager	Date Created	23/10//2017
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1. JOB IDENTIFICATION

Job Title: Application Support Analyst
Responsible to: Application Support Manager
Department(s): IT Operations

2. JOB PURPOSE

The Applications Support Analyst will support a broad variety of bespoke Applications, developed in-house and systems. This role will support the configuration, integration, maintainance and development of these applications.

This role will have exposure to a wide range of technologies, including web based applications and SQL databases.

The role will provide a key aspect of the SDLC within the business.

3. DIMENSIONS

Support and maintain bespoke applications across a range of platforms

Manage priorities of support issues, ensuring customer impact is understood.

Work on systems that process billions of pounds worth of transactions per year, used internally and externally by around 350 staff, over 1000 clients and 5 million customers, processing payments worth over £7billion each year.

Provide input into Senior Developer Forums and Architectural Review Boards and proactively recommend changes in policies and procedures.



4. ROLE OF DEPARTMENT

The IT Operations team are responsible for providing and maintaining and running the IT Systems and IT infrastructure for the following areas:

- Products and services
- Back office software and systems
- The Office network and associated hardware, software and peripherals
- Telephone systems
- Communications
- Email and collaboration tools
- Data Backup
- Ensuring IT systems are secure and compliant to all applicable regulatory policies and standards
- Data Centres

In addition, the IT Operations team are responsible for providing an IT Service to all internal and external customers both directly and indirectly by working with colleagues and a variety of internal departments.



5. KEY RESULT AREAS



Providing support to key business users, both internally and externally, to prioritise, resolve and manage defects, issues or concerns with allpay applications;

Monitoring critical systems and liaising with 3rd party suppliers as necessary to resolve problems;

Support project and other business stakeholders, proactively suggesting solutions to complex issues and proposing creative alternatives to existing methods where necessary;

Identify root cause of issues, recommending and implementing solutions as required and escalating where appropriate to ensure minimal disruption to business functions;

Create and update user guides, self help documents and FAQ's to support client and customer product knowledge;

Provide support, consultancy and assistance to colleagues and other areas within allpay as required;

Learn, diagnose and reproduce bugs in large, multi-tiered systems and produce suitable documentation to support the resolution of issues

Assist in the requirements gathering process to help ensure requirements contain enough information and fact to support design, development and implementation.

Identify areas for improvement in requirements and feed back to Stakeholders.

Analyse Business Requirements and supporting information and input into a System Architecture document, Functional Specifications, Installation and Configuration and other documentation for each system.

Participate in 'Agile' development team to develop software designs and specifications based on system level requirements and in accordance with defined development procedures.

Input to design software that meets the requirements of the business and users with scope for extensibility, ease of maintenance, supportability and configuration.

Participate in 'Agile' development team to develop software solutions by studying requirements; conferring with users; studying systems flow, data usage, and work processes.

Perform testing of all software components and end to end testing prior to testing by QA.

Coordinate with tech leads and software engineers working on related deliverables in the R&D department.

Maintain and improve current skillset by participating in educational opportunities; reading professional publications; maintaining personal network.

Communicate ideas and support the development of strategy through presentations, demonstrations and specifications.

Take pride in your own areas of responsibility own work;

Demonstrate a sense of commitment to work

Take ownership and responsibility for accomplishing objectives

Conscientiously follows through on commitments.

Anticipate and take ownership of client or customer needs and problems, delivering accurately and within agreed timescales.

Demonstrate resilience under ambiguous or demanding circumstances.

Commit to continuous improvement of self, team and allpay.

Assist as required with departmental administrative tasks.

Provide support to colleagues through mentoring and guide on best practice and continuous improvement



6. ADDITIONAL KEY DUTIES

You will be expected to provide ad-hoc out of hours additional support during a major incident (Severity 1 or 2) where the business need demands it.

In business areas where regular issues will occur, you may be expected to form part of an out of hours rota system.

At the time of a major incident, you may be asked to perform an emergency job role away from your regular role. This will be led and managed by the incident manager at the time of the incident until such a time where the incident is deemed by the incident manager to be over. You will not be expected to do both duties during that time, however, the new role may be significantly different from your regular role.

"The post-holder will be required to undertake such tasks as may be reasonably expected by the department manager".

7. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

Demonstrable experience of supporting applications and systems, ideally in a financial environment

Experience of utilising and updating support call logging systems

Strong, demonstrable knowledge of SQL

Experience of raising changes to be implemented through an internal Change Management process

Strong analytical skills and the ability to investigate issues and proactively determine solutions

Detailed knowledge of both software and hardware environments including networking.

ITIL Foundation qualified V3

A mixture of technical and functional support background would be advantageous

Ability to solve problems and provide workable solutions or workarounds.

Provide assistance to colleagues and junior members in designing, implementing, supporting and problem solving software applications.

Ability to continually learn and adapt to new technologies and implement where suitable.

Well-organized, detail-oriented and able to handle and effectively prioritize multiple tasks under pressure.

Knowledge of GDPR advantageous



8. JOB DESCRIPTION AGREEMENT

We confirm that this conveys a full and accurate description of the job as at August 2019.

Job Holder's Name and Signature:

Date:

Manager of Department Name and Signature:

Date:

Director of Department Name and Signature:

Date: