

Post/Job Title:	Senior Application Support Analyst
Ref:	ID:302
Group/Section:	Technology
Faculty/Professional Service:	IT Services
Location including building:	Lansdowne Campus (Studland House)/University Wide
Normal hours per week:	Full Time
Grade:	6
Accountable to:	Business Systems Specialist
Accountable for:	None
Special conditions:	You may be required to be on-call on a pre-arranged rota basis, but no more frequently than one week in four.

Job Purpose

The Technology Group consists of all the technical design, development, and engineering IT teams. These include Applications, Datacentre, Networking, and End User Computing. The Technology Group are responsible for the development and delivery of the programme of IT investments within the University, as well as their ongoing operations.

The group is led by the Head of Technology, with a team of senior, multi-discipline managers (including this role), developing a clear vision for innovation and ongoing improvement of Bournemouth University's Information Technology to provide reliable, robust, and secure solutions to the university.

The DABS team (consisting of Business Systems, Data Interfaces, Digital Solutions, Microsoft Applications, teams) underpins all the IT services delivered to BU and therefore this role plays a critical part in ensuring the delivery of a highly available, robust, and secure service across BU.

The Senior Application Support Analyst is primarily responsible for the application support of the ITSM web based system onboarded into the Enhanced Application Support (EAS) portfolio managed by IT Services.

The postholder will report to the Business Systems Specialist, and work as a member of the Business Systems team within the wider IT Services team, providing comprehensive and expert assistance / advice on the systems that they configure and maintain.

Main Responsibilities

1. Provide application configuration, support and maintenance (patching and upgrading) for the systems managed by the Business Systems team, focused primarily on the ITSM. This includes day-to-day activity; working to enhance this key operational system and others, to address project requirements, and resolve application issues.
2. Take ownership of arriving at technical solutions that address queued enhancements and projects requirements; investigating the feasibility of these and, where necessary, rectifying issues in line with expected Service Levels.
3. Be technical lead for modifications to system parameters, developing new enhancements and work-arounds.
4. Be technical lead for production applications and support the Incident / Problem Management Processes responsible for restoring services, identifying workarounds and root cause of issues.
5. Ensure the successful migration of enhancements and fixes from test environments into production environments ensuring BU procedures are adhered to and that there is no impact to BUs critical operations.
6. The postholder will liaise with 3rd party software vendors when external technical support is required for problem resolution and software upgrades.
7. The postholder will also develop an understanding of other BU applications in order to advise on the impact of changes within the ITSM system. Through self-directed investigation of new or unused features make recommendations for future releases.
8. Manage the progress of developments and ensure users, fellow team members, and all other interested parties are kept informed.
9. Collaborate with other members of IT Services, combining individual working with being part of larger cross functional teams and projects when required.
10. Liaise with software suppliers to overcome technical issues when external technical support is required or during scheduled work and projects when 3rd party supplied applications are being upgraded.
11. Provide accurate work estimates to team leadership for any significant work requests and be able to assess the impact of new work items upon current work-load.
12. Take responsibility for the implementation of changes to the ITSM system in line with implementation instructions issued by the IT Services Change Advisory Board.
13. Proactively identify common faults or areas where application reliability could be improved, where certain software inconsistencies are causing problems or where processes are inefficient and provide recommendations on how they can be effectively addressed.
14. Take ownership of problems within the scope of responsibility and ensure that they are addressed in a timely fashion, updated and resolved in line with the IT Services incident management process.
15. Provide technical documentation and knowledge to support IT Service Management processes
16. Attend and contribute to regular operational and user group meetings providing technical expertise and advice when appropriate.
17. Familiarise yourself with, understand and follow the Principles, Policies, Processes, and Procedures of IT Services and the university. Be empowered to highlight non-compliance when identified.

18. Ensure that information and cyber security review and remediation is embedded within all IT work delivered to ensure that the university is protected against the ever-evolving cyber threat landscape.
19. Make excellent service experience the key component for all services, ensuring that the IT team are viewed as a trusted member of the university community.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

IT Services Dimensions

- Over 100 people in IT Services, including established staff, those on fixed term contracts, and contractors.
- Overall ITS budget of approx. £15m per annum
- 40+ projects running at one time
- Supporting 4000+ staff and 20,000+ students
- 4,500 computers
- Over 500 servers
- 1000+ applications

Contacts Internal and external, including level

Internal:

- Colleagues at all levels within the organisation, up to and including members of UET

External:

- Students
- Customers
- HE Sector colleagues
- Suppliers

Challenges

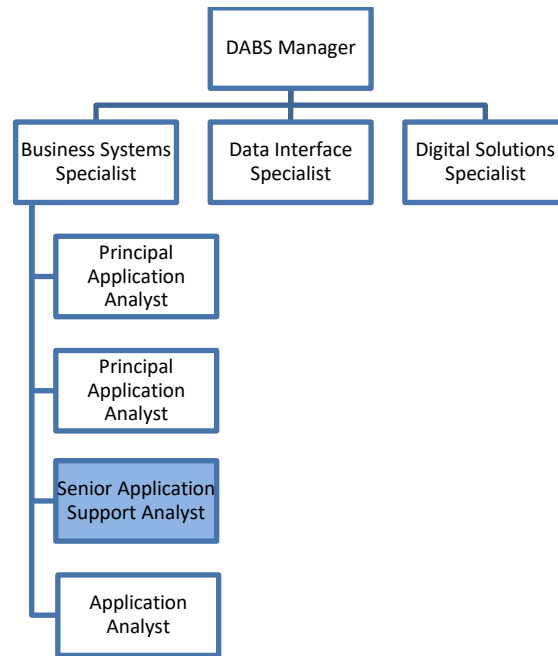
- Delivering excellent service with finite resources
- Ongoing process and service excellence review

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Organisation Chart



Additional Information

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

January 2025



Person Specification

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Faculty / Service: IT Services	Date: January 2025
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Owning enhancements and projects, investigating their feasibility and influencing outcomes in order to provide the best value and user experience.	Essential
Proficient in a wide range of web technologies and programming constructs such as JavaScript, XML, HTML, CSS, loops and condition statements, methods and functions.	Essential
Familiar with general IT infrastructure: hardware, databases, operating systems, local area networks etc.	Essential
Familiar with migrating changes between different environments without impacting critical operations.	Essential
Experience of providing 2nd and 3rd line support for multi-user applications including experience supporting data interfaces between applications.	Essential
An expert understanding of service management processes or an awareness of ITIL methodology and their application in Service Delivery.	Essential
Good knowledge of application and internet security	Essential
Experience of the application support lifecycle, including software upgrades.	Essential
Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area.	Essential
Understanding of IT Service provision in medium to large organisations	Essential
Good awareness of IT related legislation and guidelines such as the Computer Misuse Act and Data Protection	Essential
Knowledge of PRINCE2 or other formal project management and ITIL Service Management methodology	Desirable
Awareness and understanding of the activities and developments within Higher Education and/or public sector	Desirable
Knowledge of emerging technologies	Desirable
Skills	
Excellent IT skills, including Microsoft Office suite and Microsoft 365	Essential
Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level)	Essential
Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation	Essential
Strong analytical skills; ability to evaluate complex issues often with incomplete information	Essential
Demonstrable ability to be part of and inspire multi-skilled teams	Essential
Demonstrate excellent verbal and written communication skills, across all levels	Essential
Demonstrable ability to handle a range of activities to tight and varied timescales	Essential
Demonstrable ability to engage and collaborate with staff at a business and technical level	Essential
Ability to translate vision into effective, strategic technical solutions	Essential
Attributes	
Empathetic	Essential
Collaborative	Essential
Attention to detail	Essential
Customer-centric approach	Essential
Innovative	Essential