The role of Application Support Analyst supports all core software applications, responding and resolving incident and service requests within the wider IT team in line with agreed SLAs.

An Application Support Analyst will identify improvements and efficiencies and deliver change in an Agile environment, including working in virtual teams with colleagues from across the business.

**What are my key responsibilities?**

Responsible for incident and problem management, completing daily checks, responding to system alerts and adhering to ITIL4 aligned processes.

Provide software application support for all whg core applications, including assisting with system upgrades, liaising and working with whg third parties and colleagues from across the business.

Use Kanban, Agile and Scrum tools and processes to deliver value through effective change, working in close collaboration with Application Development.

Provide training to the IT Service Desk, sharing knowledge and support and driving resolution of incidents at first point of contact.

Completion of daily system integrity checks where required and responding to and resolution of system alerts.

Documenting new and updating existing knowledge articles and standard operating procedures.

Attend and contribute on the Change Advisory Board to ensure awareness of change from across the wider team and understanding of potential risk to stability of application systems.

Assist the IT Trainer where required to support business areas outside of IT on the delivery of new applications or systems as part of Service Transition.

Attend standups with the Application Development and Digital teams, supporting and implementing rapid change to new and existing applications.

Deliver against Key Performance Indicators, team and individual objectives.

**Relationships**

You will report to the IT Service and Operations Manager.

This role will work closely with the Application Development, Infrastructure and Service Desk teams. Other internal relationships will include your IT colleagues, senior stakeholders, executive and functional directors of whg and all colleagues.

External contacts that you will work with include IT Suppliers,

external technical support teams, technical forums and user groups, IT industry consultants.

**Role Requirements:**

There are certain qualifications and experiences that we are looking for to operate effectively as an Application Support Analyst, specifically:

* Previous experience of working within a Service Desk environment including understanding and adherence to Service Level Agreements and KPIs.
* Excellent understanding of Incident and Problem management and exposure to other ITIL processes.
* Knowledge of some or all the following applications:
  + Active H, DRS, Versaa, Accuserv, Open Accounts
* Knowledge and experience in SQL

**Ideally you will also have:**

* A desire to drive continuous improvement and value to the business
* Experience of motivating colleagues, irrespective of their position
* ITIL ITSM foundation
* Experience of ITSM / Service Desk tools

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develop and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in our 2030 plan identify the behaviours that we expect all colleagues to display at whg.

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| --- | --- |
| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |