Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Application Support Analyst

Department/Division: IMT – Application and Information Services – Enterprise Applications
Accountable to: Enterprise Applications Manager

Competency	Criteria	E/D
Knowledge and Experience	• Good knowledge and experience of supporting business applications	E
	• Good demonstrable experience of the full lifecycle of an application including installing, upgrading, configuring and decommissioning business applications.	E
	• Knowledge of Windows & Linux and Unix-based operating systems from a systems administration perspective	E
	• Experience and knowledge of working with applications across a variety of common architectures (e.g. three tier, client-server)	E
	• Experience of delivering technical services to staff using Windows in a networked PC environment	E
	• Educated to degree level or equivalent experience	D
	• Previous experience of supporting administrative departments in an academic environment in their use of IT	D
	• ITIL foundation	D
Teamwork	• Good interpersonal skills	E
	• Actively promote team values, including accepting and promoting agreed standards	E
	• Encouraging and supporting other team members and supporting management in achieving agreed goals	E
	• Must be prepared to be flexible, including working out of hours and at short notice to cope with planned or emergency upgrades/reactive work	E
Problem Solving and Initiative	• Outstanding investigative and diagnostic skills	E

Planning and Organising	• Ability to manage time efficiently	E
	• Ability to prioritise tasks and project work efficiently	E
	• Attention to detail, including change management and documentation	E
Communication	• Excellent verbal and written communication skills.	E
	• Ability to communicate effectively with all members of the school regrading technical delivery and service management	E
Teaching and Training	• A willingness to undertake further training and to learn and adopt new procedures as and when required.	E
	• Ability to convey technical information in a structured way to other technical staff	E

E – Essential: requirements without which the job could not be done.
D – Desirable: requirements that would enable the candidate to perform the job well.