



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Application Support Analyst

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

Job Summary

To be responsible for maintaining and supporting software applications, activities including but not limited to installation, upgrade, maintenance, configuration and support. To manage the resolution of end-user application incidents and service requests.

Duties and Responsibilities

Knowledge and Experience

- Lead on the install, maintenance, upgrade configuration and support of software applications in collaboration with other team members.
- Provide authoritative guidance on incident and problem resolution for software applications.
- Contribute specialist knowledge of software applications to disaster recovery and business continuity planning and participate as a principal in recovery and continuity exercises and events.

Teamwork and Liaison

- Work with other members of IMT and the school to keep all systems running efficiently.
- Liaise with other members of IMT and the School to provide the best technical service possible.

Problem Solving and Initiative

- Solve problems under own initiative ranging from simple technical fixes to complex performance or installation issues with multiple dependencies.
- Have the ability to make important decisions under pressure.
- To plan for future upgrades, technology changes and infrastructure updates to minimise disruption to the end user base.

Planning and Organising

- Organise own work to cope with scheduled maintenance, long term projects, emergency or reactive maintenance and research & personal development.
- Make regular checks on the systems and make sure any necessary work is picked up and planned for before it reaches critical levels.
- Ensure that technical documentation is kept up to date.



Communication and Service Delivery

- Liaise with other members of IMT and the School with regard to down time, patches, system changes, upgrades and other issues.
- Be able to provide good quality technical documentation that facilitates the other team members being able to support applications for which you are the subject matter expert, in your absence.
- Provide a high level of customer service at all times, reflecting the mission critical nature of the systems being supported.

Note

The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

Equality and Diversity

To uphold the School's commitment to equality of respect and opportunity, as set out in the [Ethics Code](#), we will treat all people with dignity and respect, and ensure that no one will be treated less favourably because of their role at the School, age, sex, disability, gender identity, race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity, or social and economic background. For the full Equity, Diversity and Inclusion policy statement, please see the [EDI website](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.