



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 Analyst

Department/Division: DTS

Accountable to: Business Applications Manager

Competency	Criteria	E/D
Knowledge and Experience	Evidence of a strong technical background relating to industry standard technology	E
	Evidence of being able to develop skills through self-learning and investigation	E
	Experience of liaising with 3rd party vendors and support services to meet user requirements or resolve incidents	E
	Good understanding of desktop and mobile computing	E
	Strong Knowledge of Cloud computing services and providers for providing solutions	E
	Knowledge of installation, maintenance, configuration of database integrations related to enterprise applications	E
	Knowledge of installation, maintenance, configuration of enterprise applications	E
	Experience of being an escalation point for troubleshooting performance issues for end user applications or back-end systems	E
	Advanced diagnostic skills for resolving incidents or problems relating to enterprise applications	E
	Knowledge of working with an IT service management tool to manage incidents and service requests	E
	Knowledge of using Office 365 suite and other off-the-shelf Productivity and collaboration tools	E
	Understanding of security and data protection principles Project management skills	E



	Good understanding of procurement processes and financial regulations	E
Communication	Communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact	E
	Experience of taking a proactive approach to liaising with colleagues across an organisation	E
	Experience of delivering clear and consistent communication with team and colleagues	E
	Confidently handle challenging conversations or situations and can support others in the process	E
	Listen to, understand, respect and accept the value of different views, ideas and ways of working	E
	Excellent communication skills with a good command of the English language both orally and in writing	E
	Excellent face to face and telephone manner and able to support and empathise with users of the service in time-sensitive situations	E
	Evidence of ensuring staff members are treated with respect and experience of handling difficult feedback when behaviours are inappropriate	E
	Able to deliver technical training to support staff to ensure efficient support processes	E
Teamwork and Motivation	Understands purpose of role and how that contributes to the work of the team	E
	Role model enthusiasm and energy about their work and encourage others to do the same	E
	Calm under pressure when dealing with urgent issues or high-profile users and situations	E
	Actively engages in self-learning activities both self-initiated or identified in a review	E
	Experienced in understanding and supporting clear directions and messages for team members	E
Planning and Organising	Able to plan own work and deliver effective, agreed outcomes as per scheduled	E
	Good understanding of service management processes such as incident management and problem management, including	E

	major incidents	
	Able to identify and design service improvements to the service	E
	Demonstrates a proactive attitude towards support	E
	Able to prioritise competing tasks in an efficient and practical manner	E
	Able to complete and update tasks related to operational or project plans	E
	Able to contribute to project start-up activities to define project scope as a technical lead	E
	Able to interpret user requirements offering solutions that are offer an exceptional user experience and meet business needs	E
	Experience of resolving incidents that are escalated from other colleagues that are technical in nature, or involve a challenging situation	E
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	Knowledge of working with an IT service management tool to manage incidents and service requests	E
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	Productivity and collaboration tools	E
	Understanding of security and data protection principles Project management skills	E
	Good understanding of procurement processes and financial regulations	E
Liaison and Networking	Experience of sharing knowledge and experience with others openly and effectively	E
	Experience of facilitating sessions from individual or groups of customers to understand requirements, concerns and issues	E
	Able to develop networks of people across professional services and academic departments to take a collegiate approach to supporting business objectives	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.