



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: Business Applications Analyst

Department/Division: DTS

Accountable to: Head of Business Applications

Competency	Criteria	E/D
Communication	Communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact.	E
	Experience of delivering clear and consistent communication with team and colleagues.	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
	Experience of taking a proactive approach to liaising with colleagues across an organisation.	D
	Confidently handle challenging conversations or situations and can support others in the process.	D
Teamwork and Motivation	Able to deliver technical training to support staff to ensure efficient support processes	D
	Understands purpose of role and how that contributes to the work of the team	E



	<p>Role model enthusiasm and energy about their work and encourage others to do the same</p> <p>Calm under pressure when dealing with urgent issues or high-profile users and situations</p> <p>Actively engages in self-learning activities both self-initiated or identified in a review</p> <p>Experienced in understanding and supporting clear directions and messages for team members.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Planning and Organising	<p>Able to plan own work and deliver effective, agreed outcomes as per scheduled.</p> <p>Good understanding of service management processes such as incident management and problem management, including major incidents.</p> <p>Demonstrates a proactive attitude towards support</p> <p>Able to complete and update tasks related to operational or project plans</p> <p>Able to prioritise competing tasks in an efficient and practical manner</p> <p>Able to identify and design service improvements to the service</p> <p>Able to contribute to project start-up activities to define project scope as a technical lead</p> <p>Able to interpret user requirements offering solutions that offer an exceptional user experience and meet business needs</p> <p>Experience of resolving incidents that are escalated from other colleagues that are technical in nature, or involve a challenging situation</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
Knowledge and Experience	<p>Evidence of a strong technical background relating to industry standard technology (Linux/Windows/MS SQL/Oracle)</p> <p>Knowledge of installation, maintenance, configuration of enterprise applications</p> <p>Experience with managing server and software configurations including Apache/Tomcat/SSL Certificates/IIS etc.</p> <p>Evidence of being able to develop skills through self-learning and investigation</p> <p>Experience of liaising with 3rd party vendors and support services to meet user requirements or resolve incidents</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



	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
	Basic understanding of networking principles and firewall and port configuration	E
	Knowledge of using Office 365 suite and other off-the-shelf Productivity and collaboration tools	E
	Understanding of security and data protection principles (Data Protection Act 2018/GDPR)	E
	Ability to utilise scripting languages and tools (e.g., Python, PowerShell, Ansible)	D
	Good understanding of desktop and mobile computing	D
	Strong Knowledge of Cloud computing services and providers for providing solutions	D
	Knowledge of installation, maintenance, configuration of database integrations related to enterprise applications	D
	Project management skills	D
	Good understanding of procurement processes and financial regulations	D
Liaison and Networking	Experience of sharing knowledge and experience with others openly and effectively.	E
	Able to develop networks of people across professional services and academic departments to take a collegiate approach to supporting business objectives	E
	Experience of facilitating sessions from individual or groups of customers to understand requirements, concerns and issues	D

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.