

# Role definition

<b>Job title:</b>	Junior Business Systems Analyst		
<b>Reports to:</b>	Application Manager		
<b>Business unit:</b>	Group IT Applications (shared service)	<b>Location:</b>	Midlands

*Many of our staff work flexibly, and in many different ways – remote working, part-time, time to do the school run – please talk to us on application or during the interview process about the flexibility you need. We can't promise to give you exactly what you want, but we are happy to explore what is possible for the role.*

## Summary

If you're enthusiastic, motivated, willing and enjoy learning new skills and helping others, why not start your career in IT with us. You'll learn from great colleagues and be encouraged to develop your skills as much as you can. There is even a table tennis table (if you pick the right office)!

The roles (there are two) provide day to day application system support to business-critical systems, supporting the business through implementation changes, while ensuring support activities are managed. The responsibilities will focus around financial, commercial and HR core business systems.

## Key objectives

- Provide day to day third line support and administration of core business systems
- Support the change and development of core business systems
- Work closely with the service desk towards issue resolution
- Provide help, support and consultancy to internal customers

## Principal responsibilities and accountabilities

- Administration and Maintenance of core business systems to ensure minimal disruption to the customer
- Ensure appropriate levels of governance are always applied
- Ensure internal change management processes are followed for all change
- Application Support & Fault Analysis are reviewed to avoid duplicated issues are raised
- Key role in the planning and implementation of system upgrades
- Contribute to continual service improvement
- Liaise with 3<sup>rd</sup> party vendors in the resolution of issues
- Contribute to the design and delivery of projects relating to core systems

# Person specification

## Qualifications and training

- ITIL qualification would be preferred, but NOT essential

## Technical skills and experience

- It is essential that you are a good communicator, regardless of the method of communication
- You must be able to listen and absorb information, to allow a full understanding of the issues
  - To be able to focus on the customer experience throughout the engagement with the team.
  - To be able to translate and simplify business requirements
- Can work to deadlines and manage your time effectively
- Strong and keen analytical and problem-solving ability – be curious
- A high degree of accuracy and attention to detail
- You will need to build and maintain business confidence by keeping information confidential

## Key contacts

- Colleagues across IT – both business-focussed and within the shared service = ONE TEAM
- HR communities across the business
- Finance communities across the business
- Third party service providers and vendors