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| **Role title:** | Applications Support Analyst | **Responsible to:** | Applications Support Manager |
| **Division:** | Digital and Change | **Department:** | Applications Delivery |
| **Direct Reports and Level:** | None | **Scope:** | MPS worldwide applications support across the applications stack as requested to improve the effectiveness of MPS and the member experience |
| **Scale:** | 0 People0 Budget0 income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core 1 | **Role Family** | Group Corporate Functions |

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| **Overall Role Purpose** |
| The purpose of the Application Support Analyst is to ensure consistently high-quality support to business critical MPS systems across the organisation. The role will do this by the successfully investigating production application issues, diagnosing root causes and providing information and recommendations of permanent issue resolution. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| * Deliver service excellence by investigation, effective troubleshooting, resolution of incidents and change requests whilst managing expectations and communications
* In depth application behaviour knowledge of core MPS systems
* Configuration support across a range of applications including user and reference data management
* Ownership and triage of live issues and provides further detail to allow the successful fixing, testing and implementation to the live environment
* Support to the test team with ad-hoc testing activities as and when required and support during the UAT phase of the test lifecycle
 | * Feedback from Sponsors
* KPI customer satisfaction surveys (1 in 5 tickets)
* OLA turnaround times of service requests passed to Apps Support through Cherwell
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| **Financial*** Ensure that all spend is managed within organisation policy reporting on variance to budget to the D&C leadership team
 | * Operational budget vs Plan
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| **Member*** Efficient support and resolution of production issues when raised.
* Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency and great member experiences and outcomes
* Always deliver fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities.
 | * Member feedback
* Net promoter score.
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| **People*** Build key relationships with internal stakeholders as necessary, liaising on projects to enhance quality service and outcomes for members
* Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
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| **Risk*** Minimise risk through the provision of feedback to the business and the talent and development department to prevent the reoccurrence of issues
* Identify and report risks and issues identified within Applications Delivery and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Adhere to appropriate business policies, processes, controls and regulatory requirements (as applicable) to ensure activity is within risk appetite
* Comply with applicable professional ethical guidance and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook.
 | * Ongoing improvement in the understanding of products released to the business (lowering of Production defects and/or member complaints).Risk & Control Self- Assessments
* Audit Actions
* Quality monitoring outcomes / compliance to Training and Competence Scheme
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| **Responsibilities (RACI)** |
| * Deliver service excellence by investigation, effective troubleshooting, resolution of incidents and change requests whilst managing expectations and communications
* In depth application behaviour knowledge of core MPS systems including: Microsoft Dynamics CRM; MS SharePoint; MAPS (Sapiens IDIT); Member Portal; Membership Governance; Membership Services websites
* Configuration support across a range of applications including user and reference data management
* Ownership and triage of live issues and provides further detail to allow the successful fixing, testing and implementation to the live environment
* Support to the test team with ad-hoc testing activities as and when required and support during the UAT phase of the test lifecycle
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| **Leadership Framework Competencies** | **Level** |  |
| Fresh Thinking | Leading Self |  |
| Building Capability in Self and Others | Leading Self |  |
| Influencing Others | Leading Self |  |
| Collaborating for Results | Leading Self |  |
| Leading Self and Others | Leading Self |  |
| Commercial and Risk Thinking  | Leading Self |  |
|  |  | **Knowledge and Qualifications** | **Skills** | **Experience** |
|  | **Essential** | * Sound knowledge of how to apply different technical investigatory methods to explore and solve a problem
* Knowledge of the software lifecycle
* Working knowledge of a variety of IT systems and applications
* Technically minded yet business outcome driven
 | * A ‘can do’ attitude, with a commitment to quality in all aspects of work.
* Strong written and verbal communication skills.
* Able to read and understand process maps.
* Able to translate specifications and user stories into expected systems behaviour
* Able to report results to Lead Applications Support Analyst in an accurate / timely manner.
* Able to understand where to take ownership of an issue and when to escalate
* Able to apply a patient, empathetic support to the user base
* Enjoyment of learning and developing new professional skills with a drive to understand
* Able to engage with and work alongside key representatives from the business, supporting the facilitation of workshops and any outputs, such as documentation.
* Organisation skills, able to work under own supervision, and a good team player.
* Keen interest to progress and learn from experience.
 | * Customer service ethos with a proven track record of delivering service excellence.
* Experience of defect management.
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|  | **Desirable** | * **Knowledge and strong appreciation of MS SharePoint and MS Dynamics CRM.**
 | * **Knowledge of service desk applications**
* **Previous experience of testing software, most likely in a user acceptance capacity**
* **Working knowledge of the Microsoft application lifecycle tooling, including Azure Devops or previous versions**
 | * Experience in Insurance or legal systems would be a distinct advantage.
* Exposure to the applications and platforms run by MPS
* Proficiency with SQL querying
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