

Role and responsibilities

Identity

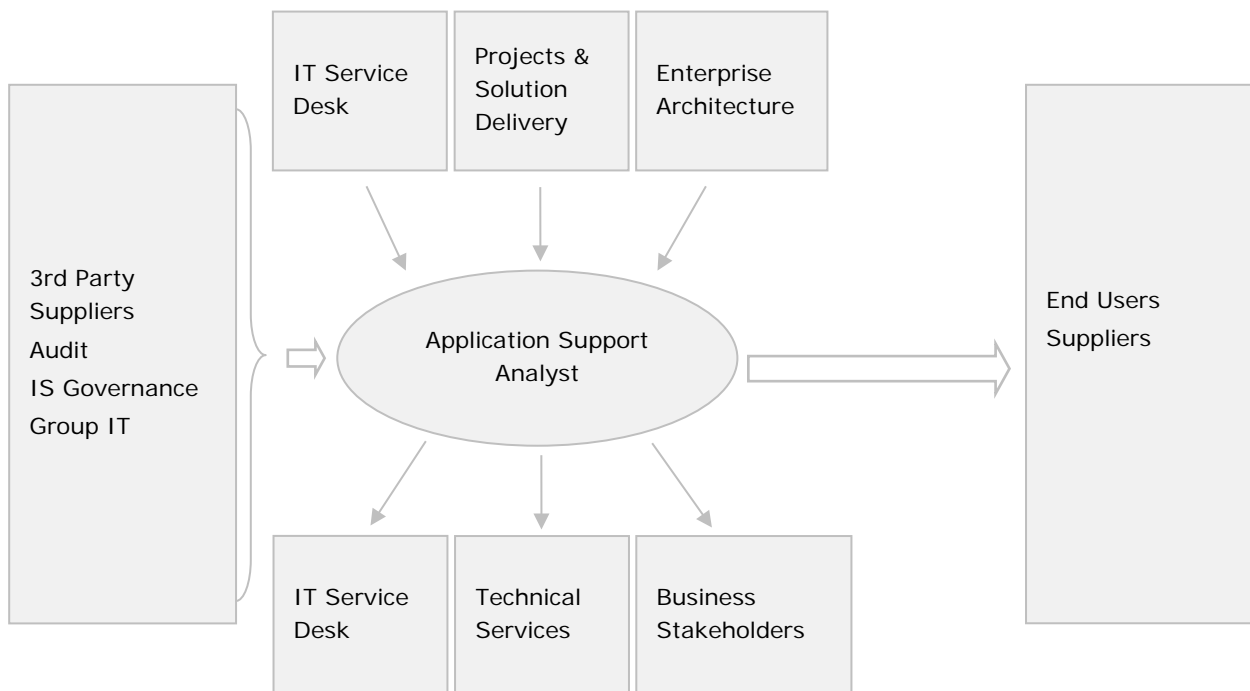
Position title	Application Support Analyst
Date	28th December 2016
Line Manager title	Application Support Manager
Grade	9

Purpose

(the 'why' of the position, within which limits and according to what objectives)

Why	To provide application and system support for the Suez business services, including development, support, ongoing maintenance and administration
Within	The limits of authorisation laid down by the company policies and procedures
According to	The targets defined by the Chief Information Officer

Key stakeholder interaction network



Ideal candidate experience

Background/Experience

- Minimum of 2 years' experience in IT Application Support
- Exceptional ability to communicate complex issues with clarity
- Experience of managing the day to day tasks and ensuring queues for both problem, incident and request are monitored effectively
- A sound understanding of complex technical environments and the technologies used for business applications
- Expert knowledge of web, database, data reporting, identify & access, virtualisation, mobile technologies and scripting technologies
- Produce technical documentation and standard operating procedures to ensure compliance with process
- Proven experience of industry standard IT processes (ITITL, Prince, SSADM, DSDM)

Area one - Technical support

Details	Delivery measure
<ul style="list-style-type: none"> Act as second/third line support for all application and system incidents and requests Own and co-ordinate action plans to respond to project demands Manage and implement changes to business applications Work with vendors and suppliers to provide solutions to incidents and requests Manage security and control of access to all core business applications and sensitive data Develop customisation and enhancements to core business services Develop and run acceptance and functional test plans for core business systems 	<p>Service KPIs</p> <p>Customer satisfaction levels</p>
In order to	Provide effective support service

Area two - Communication

Details	Delivery measure
<ul style="list-style-type: none"> Communicate with all other teams within IT with clarity Able to listen and understand customer requirements and Attend technical workshops with relevant participants to resolve issues Able to communicate with customers and stakeholder, explaining complex technical issues to non-technical staff Liaise with Solutions Delivery to estimate resources and produce technical specifications for project work requests Produce technical and functional documentation, including technical procedures and user guides Publish technical roadmaps for assigned applications and services 	<p>Regular service reporting</p> <p>Regular team-wide communications</p>
In order to	Keep team informed and focussed

Area three - Best Practice

Details		Delivery measure
<ul style="list-style-type: none"> Recommend new solutions to improve IT service through innovative use of technology Perform incident analysis and reporting to identify and eliminate root causes Ensure all work is carried and documented in accordance with required standards, methods and procedures Monitor and optimise the performance of IT services ensuring they meet business requirements Keep up to date with new technology and development techniques and pass on relevant updates to team members 	KPIs for project delivery Effective support management Service reporting	
In order to	Meet demands on the team	

Area four - Customer Focus

Details		Delivery measure
<ul style="list-style-type: none"> Develops and maintains productive relationships with internal and external customers Takes action to exceed customer expectations Advocates customer satisfaction as a key value across the team Understands the needs of the internal customers Promotes and demonstrates continual service improvement Ensure effective customer communication during Major Incidents 	KPIs for service delivery Managed support queues Reducing SLA breaches	
In order to	Provide optimal service to the business	

Please note

1. In line with our Values and Ethics Charter, the job holder is expected to:
 - Act in an honest, responsible and respectful manner to others.
 - Be responsible for their own professional conduct.
 - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
 - Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.
 - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
2. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.