job description

Position title	Application Support Analyst
Date	20/03/2024
Line Manager	Application Support Team Lead
Grade	9

Purpose

The **Application Support Analyst** is responsible for ensuring the smooth operation of software applications within the organization by providing technical support, troubleshooting issues, and implementing solutions to enhance user experience and productivity. This role involves collaborating with various stakeholders, including business leaders, development teams, and IT professionals, to ensure the successful delivery of high-quality solutions.

Key responsibilities

— Troubleshooting: Application Support Analysts diagnose and resolve technical issues related to software applications. This involves investigating problems reported by users, identifying root causes, and implementing solutions to ensure smooth operation.
— Collaborate with business stakeholders to understand their requirements, objectives, and challenges.
— System Maintenance: Responsible for maintaining and updating software applications. This includes updates, and new releases, as well as ensuring compatibility with other systems and software components.
— Documentation: Document procedures, solutions, and troubleshooting steps for future reference. This helps in creating a knowledge base for resolving similar issues efficiently and providing training materials for users.
— Communication: Effective communication is essential in this role. Application Support Analyst need to liaise between technical teams, end-users, and management to convey information about system issues, resolutions, and updates. Provide technical leadership and guidance to various stakeholders throughout the solution development lifecycle.
— Testing new software releases or updates to ensure they meet quality standards and do not disrupt existing systems or processes.
— Conduct feasibility studies, risk assessments, and impact analyses for proposed solutions.
— Process Improvement: Continuously looking for ways to improve processes and workflows related to application support. This may involve proposing enhancements to existing systems, streamlining support procedures, or implementing new tools to enhance efficiency.

— Data Integration - Understanding of middleware and data flows between integrated systems.

Skills

— Technical Proficiency: Application Support Analysts need to have a strong understanding of the software applications they support, including their architecture, functionality, and configuration. They should be proficient in technologies such as databases (SQL), operating systems, networks, and scripting languages.
— Analytical Skills: Application Support Analysts should possess strong analytical skills to analyse system logs, error messages, and user feedback to diagnose and resolve issues effectively. They should be able to think critically and creatively to find innovative solutions to complex problems.
— Communication: Excellent verbal and written communication skills, with the ability to convey complex technical concepts to non-technical stakeholders.
— Project Management: Experience participating in large-scale projects, ensuring timely delivery and adherence to specifications.
— Problem Solving: Ability to address and mitigate technical challenges, ensuring that solutions are practical and sustainable.

Behaviours

— Leadership: Demonstrates the ability to lead and inspire teams, fostering collaboration and innovation.
— Continuous Learning: Committed to staying updated with the latest technological trends and best practices.
— Adaptability: Embraces change and adjusts to shifting priorities and challenges.
— Decision Making: Makes informed decisions, considering both short-term and long-term implications.
— Customer-Centric: Always considers the end-user experience and business needs in architectural decisions.

Knowledge

— Industry Knowledge: Deep understanding of the industry's challenges, trends, and best practices.
— Systems Integration: Proficient in various integration patterns, middleware platforms, and data transformation techniques.
— Proven experience in a technical support role, preferably supporting enterprise-level software applications.
— Strong understanding of software applications, databases (SQL)
— Excellent problem-solving skills with the ability to analyse complex issues, think critically, and implement effective solutions.

Specific candidate requirements

— Proven experience as an Application Support Analyst or Data Integration using middleware.
— Strong query writing skills in SQL

Please note: The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.