



<b>Job title</b>	Application Support Technician	<b>Job family and level</b>	Administrative Professional and Managerial Level 3
<b>School/ Department</b>	Digital and Technology Services (DTS)	<b>Location</b>	Jubilee Campus / Hybrid

## Purpose of role

The **Application Support Technician** works closely with Application Support Analysts to ensure that the portfolio of services which underpin and provide data for the University’s business processes operate and are maintained to the high standards of the University of Nottingham.

The **Application Support Technician** also works with users from relevant business areas to support the critical business activities, both day to day, and those which occur in the annual cycle, such as payroll and financial year end.

The role-holder will be expected to undertake small scale developments in response to service requests (e.g. new management information reports) and should always be looking to identify/ implement process improvements to improve efficiency. The role holder will also be expected to work on DTS projects such as data archiving and the decommissioning of systems.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>Access Management</b></p> <ul style="list-style-type: none"> <li>Responsible for the administration and setup of user access for the University’s HR and Finance systems and other corporate systems and Enterprise Platforms</li> <li>Help to ensure that relevant authorisation procedures are followed in granting this access, in line with DTS and university policy</li> <li>Plan and organise own/team new access requests, ensuring appropriate authorisation procedures have been followed in line with UoN Audit requirements</li> <li>Maintain appropriate user account documentation for historical purposes in line with university policy and Audit requirements</li> <li>Assist in developing and implementing new authorisation procedures to grant access, in line with DTS and university policy and Audit requirements. Ensure that internal and external audit requirements relating to access management are satisfied and demonstrable</li> </ul>	20%

2	<p><b>System Configuration</b></p> <ul style="list-style-type: none"> <li>• Assist in the configuration of corporate applications. This will include the set up and maintenance of system variables and of core data sets used within the application, under the guidance of colleagues within the team</li> <li>• Assist in the maintenance of accurate records of systems configuration and fit with university structures and processes. Promote consistent views of university hierarchies and structures across all corporate systems</li> <li>• Ensure that internal and external audit requirements relating to configuration change management are satisfied and demonstrable.</li> <li>• Assume responsibility to create/amend key configuration items in the university's HR, Finance and Procurement systems, and others in the business application portfolio following DTS Change Management procedures, including the set up and maintenance of system variables and of core data sets used within the application</li> <li>• Advise users on design and use of systems/processes in their section of work</li> <li>• Diagnose and rectify faults/problems and configuration problems with systems/ applications</li> <li>• Monitor application interface logs and email events for abnormal behaviour and route incidents to appropriate second and third-line teams</li> <li>• Plan, co-ordinate and deploy vendor upgrades following DTS Change Management procedures</li> </ul>	25%
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3	<p><b>Incident Management</b></p> <p>Assisting members of the UoN community in the event of a major service disruption and in accordance with DTS Incident Management procedures, including:</p> <ul style="list-style-type: none"> <li>• Ensuring that the correct members of staff are informed</li> <li>• Collating a list of support calls experiencing the problems and related symptoms</li> <li>• Monitoring progress of actions taken to resolve the issue (including timescales)</li> <li>• Informing users of progress and when the incident has been resolved</li> <li>• Documenting solutions to most frequently raised issues for inclusion in a preferred knowledgebase and/or circulation amongst IS staff, ensuring that information is correct, easily understandable and kept up to date</li> </ul>	25%
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4	<p><b>Second Line Support</b> Support Business IT services delivered to users within the university. Plan and organise own/team activities to ensure deadlines/customer expectations are met by taking ownership of Incidents or Service request for the required business processes, investigate and resolve or escalate to appropriate 3rd line support to enable people to execute their responsibilities within their relevant business processes.</p> <ul style="list-style-type: none"> <li>Monitor the team's calls and queries referred from the IT helplines and received in the team's email mailbox. Pick up and resolve queries relating to access management and system configuration as appropriate and refer other calls on to team members as required</li> <li>Assist in gathering the required information if issues need to be referred and logged with third party suppliers. Monitor the progress of these logged calls until resolution is achieved</li> <li>Ownership of incident/problem/request records and responsibility for maintaining current statuses in the service management tool</li> <li>Providing advice to customers, respond and independently resolve a range of standard and unforeseen issues, within pre-determined operational limits</li> <li>Data analysis using MS SQL Server Management Studio and other tools to run queries</li> <li>Accurately recording the information and updating it as appropriate</li> <li>Collaborate with 2<sup>nd</sup> and 3<sup>rd</sup> line teams to solve problems</li> </ul>	20%
	<ul style="list-style-type: none"> <li>Monitoring and recording solutions for future reference</li> <li>Work with Service Management to transition services to live</li> <li>Complete daily/weekly/monthly application scheduled task monitoring, use error logs to undertake root cause analysis</li> <li>Attend regular team meetings to discuss current issues and activities and report back on any discussion points</li> <li>Communicating and building working relationships with key contacts both within and outside DTS. Demonstrate a level of business and IT understanding to recognise the impact of issues. Assume responsibility as the technical point of contact to fix application and systems issues</li> <li>Involvement in technical discussions, help drive new innovative ideas to improve the quality of the services we provide</li> </ul>	

5	<p><b>Support the team and continuous improvement</b></p> <ul style="list-style-type: none"> <li>• Create and maintain documentation</li> <li>• Perform the gatekeeper role and attend daily operations catch-ups</li> <li>• Attend Problem Management meetings</li> <li>• Advise on and propose changes to procedures to improve efficiency</li> <li>• Analyse data from Ivanti and other monitoring tools to identify trends, highlighting and prioritising any issues for further investigation to support informed decision making</li> <li>• Develop own skills and professional capability in line with the needs of the service</li> <li>• Provide cover for the team on-call rota offering 24x7 support (if required)</li> </ul>	10%
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## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good understanding of web-based applications, operating systems and database technologies</li> <li>• Comprehensive knowledge of IT access controls</li> <li>• Creative and innovative problem-solving skills</li> <li>• Analytical mindset</li> <li>• Ability to communicate clearly to non-specialist audiences</li> <li>• Empathetic and with strong interpersonal skills</li> <li>• Highly adaptable and flexible. Able to adjust quickly to new situations / changing priorities</li> <li>• Excellent interpersonal / communication skills</li> <li>• Ability to work independently and deal with unforeseen problems and scenarios</li> <li>• Positive approach to customer focused development</li> <li>• Ability to work accurately/pay attention to detail</li> <li>• A flexible approach to work</li> <li>• Enthusiastic and reliable</li> <li>• Strong customer service ethos</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Office 365 and Share Point platforms</li> <li>• Working knowledge of the Higher Education Lifecycle</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Significant experience of working in an IT environment providing support directly to end users</li> <li>• Experience working with relevant specialist equipment, specialist equipment software or procedures (e.g. SaaS and PaaS, Azure DevOps, Ivanti)</li> <li>• Experience of working/responding independently and dealing with unforeseen problems and circumstances</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of corporate applications in Higher Education</li> <li>• ITIL management principles</li> <li>• Experience of supporting HR and Finance systems or other ERP systems</li> <li>• Experience of Oracle</li> </ul>
<b>Qualifications, certification and training</b>	<ul style="list-style-type: none"> <li>• Minimum HND or equivalent</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Considerable equivalent relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>• ITIL Foundation Qualification</li> <li>• Project Management qualification</li> </ul>



## Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

## Key relationships with others

