Post Title:	Application Development, Management and Support (ADMAS) Analyst
Grade:	6

Job Description

2.1. Purpose

The Application Development, Management and Support (ADMAS) Analyst will ensure that all application services deployed on behalf of the University Group are supported in accordance with the needs of the Group.

The Application Development, Management and Support (ADMAS) Analyst responsible for providing day to day support of our application services. The post holder will assist in the maintenance of a knowledge base, FAQs and application-specific training materiel. They will assist in providing functional training for core applications as necessary.

The ADMAS Support Analyst will adhere to service levels and all operational processes (such as incident, problem, change management processes) pertaining to application services.

2.2. Main Duties and Responsibilities

1. Liaises with clients and representatives of the intended audience(s) to clarify detailed requirements for application-related content. Designs, creates, controls and evaluates moderately-complex subject matter ensuring the needs of the audience(s) are met in a manner appropriate to the medium(s) in use. Makes informed decisions about the best way to present information to the audience(s), taking into consideration how information may be presented, identified, and searched for. Produces information artefacts that are accurate, current, relevant and easily understood by the intended audience(s). Applies moderation and editing processes to content supplied by others.

2. Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed application maintenance tasks.

3. Investigates problems in systems, processes and services. Assists with the implementation of agreed remedies and preventative measures.

4. Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate. Maintains records and advises relevant persons of actions taken.

5. Acts as the routine contact point between the organisation and suppliers. Supports resolution of supplier related incidents, problems, or unsatisfactory performance. Collects and reports on supplier performance data.

6. Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to the creation of support documentation.

7. Applies standard techniques and tools to carry out analysis and performance monitoring activities for specified products. Supports problem resolution, resolves issues and acts on feedback and usage of in-life products. Creates product collateral and monitors results and feedback from product campaigns.

Deputises for the ADMAS Support Team Leader as required.

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Line management is from the ADMAS Support Team Leader.

2.4. Supervision Given

None.

2.5. Contacts

• IT Services staff, including Executive Team.

• Staff and students in other Schools / Support Areas of the University Group.

• External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education & Qualifications	• A degree relevant to IS/IT. • Or full membership of an IS/IT professional body. • Or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development.	• ITIL.
Knowledge & Experience	• Understanding global / local business differentiation. • Knowledge of customer behaviors, needs and expectations. • Digital business literacy. • Tracking of emerging trends.	• Understanding of business organisation, politics and culture. • Ability to understand related industries. • Higher Education experience.
Interpersonal Skills	• Results oriented, adaptive and decisive. • Can resolve conflicts and problems. • Ability to build trust and display integrity. • Ability to forge effective relationships in a complex matrix management environment. • Ability to work collaboratively and key team player. • Proven communication, and presentation skills. • Creative and innovative thinking. • Resolving conflicts and problems. • Adaptability. • Openness to learning. • Decisiveness. • Accountability. • Communication, listening and information gathering. • Creative and innovative thinking.	• Conceptual thinking. • Strategic thinking. • Leading, inspiring and building trust. • Influencing and persuading.
Job-related Skills, Abilities & Competencies	• Proven analytical, planning and execution skills. • Takes responsibility and has strong sense of ownership. • Results oriented and a commitment to	• Public cloud infrastructure. • Microsoft Azure. • Amazon Web Services.

	a high quality customer service • Knowledge of customer behaviors, needs and expectations. • Ability to work with colleagues to quickly resolve complex problems in the provision of IT services. • Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support. • Understanding digital technologies. • Understanding existing systems and technology. • Problem solving. • Applications operational management. • Cyber-security within application technologies.	
Other Requirements	• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. • Requirement to work on call in order to facilitate the 24*7 support demands of a global organisation. • An appreciation of other cultures; the global reach of the University and its international agenda. • A mature, professional and self-motivated approach to tasks. • Ability to represent IT Services in formal and informal settings. • Able to work under pressure. • Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives. • Health & Safety Awareness.	