

Application Support Analyst

Role Profile

Division	Finance & Resources
Department	IT
Reports to	IT Manager
Direct reports	n/a
Location	Head Office

No role profile can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those described.

Role purpose

The Application Support Analyst is responsible for the implementation and development of business systems including new technology and functionality across the Organisation. This role will work alongside the Business & Performance Analyst to maximise the benefits from ICT investment and will directly support the evolving transformational change initiatives.

Accountabilities

- Providing second and third line support for ccha's core business systems, including but not limited to the Housing Management System (Civica Cx), Asset Management System (Asprey Estate Pro), Finance system (Sun Accounts), SharePoint online, Teams and OneDrive.
- Working with staff and teams across the Association to provide support for process owners in carrying out complex tasks requiring advanced use of business systems using appropriate levels of project management methodology.
- Lead on testing new technology and cyclical system upgrades.
- Proactively encourage the use of digital technology throughout the association.
- Operation of processes for administration and maintenance of user accounts.
- Providing training and materials on system changes and new technology solutions.
- Working with staff and teams across the association to ensure the benefits from new technologies, systems and business processes are fully realised.
- Assist with the administration, configuration and migration/population of information into the Housing Management system to support the business as required.
- Proactively lead (accountable for recognising problems, devising solutions and guiding the business on their resolution) the process to resolve data quality issues within the Housing Management System.
- Lead the organisation with utilising new data insights from CRM to develop new processes and functions.

Additional information

- This role will be based in the Head Office with part home working
- Flexible approach to working hours including evening meetings

Knowledge, skills, experience & requirements

Assessment: (A) Application form (I) Interview (T) Test

Essential

- Excellent IT knowledge and skills (A)
- Housing Management System background experience (A,I)
- Experience of identifying and delivering technical training to others (A,I)
- Experience of Microsoft O365 including Sharepoint and Onedrive (A)
- The ability to produce and maintain documentation, procedures and processes for system implementations, upgrades etc (A,I)
- Knowledge of Windows systems, web technologies and basic networking principles (A)
- The ability to analyse problems and identify solutions (A,I)
- The ability to work both in a team and alone and to manage own workload (A,I)
- Good verbal and written communication skills along with the ability to communicate technical information in a non-technical manner (A,I)
- Experience developing systems used in the social housing sector, Civica Cx in particular (A,I)
- Able to work within a strong team environment, covering for others when needed (A)

Desirable

- Microsoft SQL Scripting for data interrogation (A)
- Business Intelligence reporting (using one of SSRS, PowerBI or Tableau) (A)

ccha Values

Care	<ul style="list-style-type: none">• Shows care for our customers, staff and our wider environment• Demonstrate commitment to ccha's customers and the communities it serves (A)
Adapt	<ul style="list-style-type: none">• Adapts and embraces change to achieve personal and organisational goals• Commitment to continuing personal development (A)
Everyone	<ul style="list-style-type: none">• Understands their role and the contribution their role makes to achieving organisational objectives• Demonstrate an understanding of, and commitment to, equality & diversity with respect for all people within and external to ccha (A)
Resilience	<ul style="list-style-type: none">• Shows resilience and remains effective in challenging times (A)

Written by: Chris Kerins

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