

**JOB DESCRIPTION AND PERSONAL SPECIFICATION
FOR THE ROLE OF
APPLICATION SUPPORT ANALYST**

Report to:	Senior IT Product Manager
Responsible for:	
Main purpose of Role:	To analyse and support core IT systems in the production environment

Main Responsibilities and Duties:

1. Provide technical support for core line of business systems, resolving incidents and service requests within agreed timescales
2. Monitor application health, data processing, and integrations to ensure uninterrupted service
3. Investigate and resolve recurring issues, performing root cause analysis and implementing long-term fixes in collaboration with development and infrastructure teams
4. Create and update technical guides, FAQs, and support procedures to ensure consistent knowledge sharing across the support team and wider business
5. Work with internal and external technical teams to support release cycles, perform smoke testing, and validate application updates or patches in test and production environment

Experience:

Essential	Desirable
<ul style="list-style-type: none"> • Experience of working within the Financial Services sector • Experience of working successfully within a team 	<ul style="list-style-type: none"> • 2+ years of relevant experience in a similar role or with transferable expertise

Knowledge and Skills:

Essential	Desirable
<ul style="list-style-type: none"> • Ability to communicate effectively with staff at all levels of the Society 	<ul style="list-style-type: none"> • Knowledge of the mutual business model.

<ul style="list-style-type: none"> • Attention to detail and accuracy while remaining calm under pressure • Well-developed oral and written communication skills • Methodical and well organised • Consultative approach, with the ability to simplify and articulate complex issues to a range of stakeholders • Influencing and relationship building skills • Ability to manage multiple projects concurrently 	
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Education:

Essential	Desirable
<ul style="list-style-type: none"> • Good standard of education with a minimum grade 'C' GCSE, or equivalent, in Maths and English • Educated to A level or with an appropriate apprentice level of education 	<ul style="list-style-type: none"> • A recognized qualification or progression towards qualification in a field linked to the role • Educated to degree level or equivalent

Salary and Benefits:

Role Grade and salary Band:	B
Pension:	Currently 10% non-contributory
Performance Related Pay:	Maximum 10% of base salary based on agreed achieved KPI's and paid annually
Holiday:	25 days plus public holidays
Core Hours of work:	Monday to Friday 8.45am to 5pm with one hour for lunch – 36.25 hours per week
Additional Benefits:	Death in Service cover of 4 x base salary

	<div>Relevant training</div> <div>Free car parking</div> <div>Corporate Eye Care Package</div> <div>Health Cash Plan</div> <div>Private Health Cover (optional extra)</div> <div>2 Days paid leave per year for charity work</div> <div>Flexible Working</div>
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