



## THE ROYAL BRITISH LEGION

### JOB DESCRIPTION

**Job Title:** Senior Support Analyst

**Reporting to:** Support Service Manager

**Role Purpose:** Problem management: The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.

Release and deployment: The management of the processes, systems and functions to package, build, test and deploy changes and updates (which are bounded as “releases”) into a live environment, establishing or continuing the specified Service, to enable controlled and effective handover to Operations and the user community.

Service desk and incident management: The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients apprised of progress towards service restoration.

#### Key Responsibilities:

- Problem management
  - Initiates and monitors actions to investigate and resolve problems in systems and services.
  - Assists with the implementation of agreed remedies and preventative measures.
- Release and deployment
  - Assesses and analyses release components.
  - Provides input to scheduling.
  - Carries out the builds and tests in coordination with testers and component specialists maintaining and administering the tools and methods – manual or automatic - and ensuring, where possible, information exchange with configuration management.
  - Ensures release processes and procedures are maintained.
- Service desk and incident management
  - Ensures that incidents and requests are handled according to agreed procedures.
  - Ensures that documentation of the supported components is available and in an appropriate form for those providing support.
  - Creates and maintains support documentation.
- Level of Responsibility: (SFIA Skills Level 4)
  - Works under general direction within a clear framework of accountability. Plans own work to meet given objectives and processes.
  - Influences team and specialist peers internally. Has some responsibility for the work of others and for the allocation of resources. Makes decisions

which influence the success of projects and team objectives.

- Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines and resolves complex problems.
- Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively.

This job description reflects the current requirements of the role. As duties and responsibilities change and develop, this will be reviewed and will be subject to amendment in consultation with the post-holder.

**GENERAL - (to be included in all Job Descriptions)**

- To implement the Equal Opportunities Policy into your daily activities.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant EC Directives, including reporting any health and safety hazard immediately you become aware of it.
- To work in accordance with the Data Protection Act (1998) and to ensure all new systems are reported to the Data Protection Officer.

## PERSON SPECIFICATION

CRITERIA	ESSENTIAL / DESIRABLE	HOW TO BE MEASURED
<b>QUALIFICATIONS</b>		
Educated to Qualifications and Credit Framework(QCF) Level 5 - Bachelor Degree, Foundation Degree, HND or HNC, or has relevant professional qualification.	D	Application/Certificate
<b>KNOWLEDGE &amp; EXPERIENCE</b>		
Demonstrates above average communication skills with an aptitude for dealing with users, colleagues and suppliers.	E	Application/Interview or Assessment
Has a good knowledge and understanding of IT concepts and architectures, coupled with some knowledge of problem management and the principles and processes of implementing and delivering IT services.	E	
Shows aptitude for analysing and managing problems arising from incidents in the operation of information systems.	E	
Demonstrates a meticulous method of working and attention to detail.	E	
Has practical knowledge of at least one phase and general awareness of all phases of the systems development life cycle.	E	
Is effective and persuasive in the presentation of concepts and local procedures, both orally and in writing.	E	
Has good oral communication skills and takes an analytical approach to problem solving.	E	
Is familiar with the concepts and practices required to implement effective IT solutions, particularly those employed in own organisation.	E	
<b>COMPETENCIES</b>		
Effective communications                    level 2 Customer service                            level 2 Results focus                                    level 1 Analytical problem solving                level 2 Adapt and learn                                level 2	E	Interview

<b>SKILLS &amp; ATTRIBUTES</b>		
Effective communication skills – written and verbal	E	Application/Interview
Effective interpersonal skills – able to engage effectively with a range of audiences	E	Application/Interview
Strong planning and organisational skills - able to prioritise workload effectively	E	Application/Interview
Strong team player - able to work effectively with diverse client groups	E	Application/Interview
Strong IT skills – competent user of MS Office and familiar with in-house database systems	E	Application/Interview
Empathy with mission and values of the Legion	D	Application/Interview