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## JOB DESCRIPTION

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**Job title:** Application Support Analyst

**Grade:** C

**Department:** Application Management, IT

**Main purpose of the job:**

The Application Support team are dedicated to maintaining a high level of service to both internal and external customers. This role is required to support all CAF production systems contributing to team and department KPI's and when required to attend regular meetings with 3rd Party suppliers and Internal Service Reviews. The role of the Application Support Analyst will cover both Incident and Problem Management in addition to project transition activities. They will be responsible for ensuring procedures and processes are adhered to and on occasion to deputise for the Lead Application Support Analyst when and where appropriate.

**Responsible to:** Lead Application Support Analyst

**Budgetary responsibilities:** n/a

**Responsible for (staff/jobs):** n/a

**Job Responsibilities**

- Contributing towards the SLA's for Application Management and aiming to meet them where possible
- Undertake analysis required to determine appropriate action when dealing with Incidents and Service Requests and their allocation to other internal support teams
- Contribute to the production of the team's KPIs
- Build good working relationships with other support teams and customer teams within CAF and attend Internal Service Reviews and other teams' meetings when required
- Build good working relationships with external suppliers and to attend service reviews where appropriate or requested as cover for the Lead Application Support Analyst
- Provide assistance to achieving department objectives
- Adhere to existing department & team policies and procedures for Incidents, Service Requests and Problem management
- Contributing to the support of critical 'P1' incidents, including post incident reviews and any follow up
- Be responsible for minimising single points of failure with regards to knowledge required to support the Production systems
- Ensure Application Management documentation is created when appropriate and kept up to date
- Contributing to an effective team and managing your own workload appropriately

- Supporting the extended hours required to ensure the Bank end of day processes are completed successfully – this will be on a rotated basis.
- Demonstrable track record in delivering within technological environments.
- Highly analytical in problem solving with the ability to apply original and innovative thinking
- Capable of coordinating multiple tasks, responding to changing priorities, and reacting to short deadlines
- A high level of oral and written communication skills in order to communicate effectively with senior managers, colleagues and other stakeholders
- Ability to research subjects, with a commitment to provide continuous improvement
- To work under pressure and think clearly in challenging situations in a logical manner
- To be flexible in approach and be comfortable with a fluid organisational structure that requires both team work and self sufficiency as necessary, with the ability to work under minimal supervision

### **CAF Values and Behavioural Indicators**

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

**Date: Jan 2025**

## PERSON SPECIFICATION

**Job title:** Application Support Analyst

**Date:** Jan 2025

Attributes *	Essential ✓	Desirable ✓	How Evidenced
<b>Experience</b>			
Will have been involved in the complete project cycle of at least 2 significant projects	✓		A/C/T
Experience of systems integration projects		✓	A/C/T
Experience of implementing change		✓	A/C/T
Experience of Application Management	✓		A/C/T
<b>Qualifications</b>			
Experience / qualification in financial / accounting systems or software		✓	E
Education to degree level or equivalent	✓		E
<b>Training</b>			
ITIL Service Management Foundation version 3		✓	E/C
<b>Specialist Skills/ Ability/Knowledge</b>			
Knowledge of enterprise level solutions		✓	A/C/T
<b>Analysis</b>			
Fault Analysis – incident impact and assessment	✓		A/C/T
Problem solving	✓		A/C/T
ITIL – Basic understanding	✓		A/C/T
<b>Communication</b>			
Excellent written and verbal skills	✓		A/C/T
Excellent listening skills	✓		A/C/T
Good presentation skills	✓		A/C/T
<b>Personal Qualities</b>			
Gravitas/Credibility	✓		C/T
Delivery Focused	✓		C/T
High Level of Motivation.	✓		C/T
Adaptable to change / flexible	✓		C/T
Able to work on own initiative and in a team	✓		C/T
<b>Special Conditions</b>			
<b>Prior to Appointment</b>			
All posts:			
• Credit Check	✓		
• Dow Jones Check	✓		
• Basic DBS Check	✓		
• Employment References	✓		
• Medical Clearance	✓		
• Right to Work in the UK	✓		
			R/E

✓ Tick either the Essential or Desirable column as appropriate for each attribute

† Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

**Key**

**R** = References, **E** = Evidence/Certificates, **A** = Application, **C** = Competency Interview, **T** = Testing/Assessment