**Purpose:** The Junior Application Support Analyst will work within the Hospital IT team, providing 1st line support for the Hospital’s IT business applications

**The post holder will**:

* Work within the Hospital IT team, plan and implement high standards of 1st line IT application support for all hospital staff and users
* Operate in compliance with the Hospital’s IT practices and procedures to defined service level agreements.
* Cover an extended day shift pattern between 08:00 – 18:00 5 days/week and occasional requirement for out-of-hours and weekend working
* Follow standard operating policies and procedures of work however they are expected to use their initiative and make decisions regarding prioritising their own workload to deliver the role effectively

**Reporting Line**

**Role Profile – Junior Application Support Analyst**

Head of IT

Junior Application Support Analyst

Application Support Team Leader

**Key Result Areas**

The Junior Application Support Analyst will be part of the IT Application Support team at Benenden Hospital, with responsibility for the following activities

* Initial triage and investigation of application support incidents logged with the IT Service Desk
* Delivery of service requests
* Liaison with 2nd/3rd line support teams
* Management of incident tickets logged with 3rd party suppliers
* User account administration
* Maintenance of end user IT documentation and self-help tools
* Regular IT data maintenance and housekeeping activities
* Various recurring IT administration activities

**Skills and Experience**

* Excellent problem-solving skills
* Knowledge of working in an IT service desk and/or IT application support environment
* Good awareness of working with a range of business applications
* Proficient with MS Office, Word, Excel, Outlook
* Excellent analytical skills, good numeracy and literacy
* Healthcare industry experience an advantage
* Hornbill Service Manager toolset
* Exposure to ITIL working practices
* Excellent customer focus and stakeholder management skills
* Strong verbal and written communication skills
* A self-starter with the ability to plan and work with minimal direct supervision
* Motivation to stay abreast of the changing IT environment and a drive for continual self-development

**Measurement**

* The postholder is expected to be familiar with, and work in line with, the Hospital’s values
* Performance will be measured against the specific objectives, targets and “values-led” behaviours as identified and agreed within the Performance & Development Review (PDR) process



**Values**