**PERSON SPECIFICATION**

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| **Job title** | Business Support Applications Analyst |
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| **Personal effectiveness** | Essential | Desirable |
| * Customer focussed approach to both internal and external customers
* Ability to work as part of a team, demonstrating support to other team members and other teams
* Good written and oral communication skills
* Ability to work self-guided & under pressure and meet deadlines
* Good problem solving skills and desire to innovate and ensure continuous improvement
* Solving complex problems and implementing change.
* Data entry and collating management information with attention to detail.
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| **Technical effectiveness** | Essential | Desirable |
| * Advanced Microsoft office skills.
* Knowledge of a range of business support applications
* ITIL v3 foundation certificate holder or willing and able to qualify within six month of appointment.
 | * Business Analysis skills and requirement generation
* Knowledge of Testing and Release Management
* Programming / development skills
* Skills of working with business support applications e.g. finance and HR
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| **Acquired experience & qualifications** | Essential | Desirable |
| * Experience of delivering customer service / application support in a range of fast moving environments
* Experience within a large organisation
* Experience within a commercial (profit making) organisation.
 | * Good degree level education
* BCS Business Analysis Foundation Certificates (Business Analysis, Business Change and Commercial Awareness)
* Project Management skills
* Graduate
* AAT
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| **Other requirements** | Essential | Desirable |
| n/a | n/a |