**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 |