**JOB DESCRIPTION**

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| **Job title** | Business Support Application Analyst |
| **Sector/Function** | IMT – Information Management and Technology  |
| **Department** | Business Support Applications (BSA) |
| **Reports to** | Head of Business Support Applications |
| **Grade** | Grade 4 |
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| **Job purpose** | Support our business applications customers to ensure functionality across the application suite is aligned with business need. Updating data within applications to ensure data integrity for scheduled events e.g. new tender wins, forecasting, budgeting and year end. To resolve incidents and problems with business applications promoting a high level of application availability. |
| **Key accountabilities** | **Stakeholder Management:*** Capture and understand reporting requirements for business support applications. Assess what reports by their nature need automation and therefore application development.
* Provide incident resolution via escalation process for End User Services team. Ensure that End User Services team is upskilled to resolve future incident through appropriate media.
* Liaison with stakeholders to complete root cause analysis to resolve incident and problems that arise with business applications.

**Business Analysis*** Ensure business applications support tender wins.
* Capturing business requirements to ensure applications content is aligned with business need.
* 2nd line support for Business Applications to resolve issue and problems for end users

**Quality and Assurance:*** Support Development team in functional and application testing and production acceptance testing
* Applying change management for application upgrades and development.

**Insight:*** Support and guide business through report opportunities across Business Support Applications to promote decision making
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| **Dimensions** | Direct reports | N/a |
| Total staff overseen | N/a |
| Internal contacts | All users of Business Support Applications including operational and central services’ staff, IMT Team |
| External contacts | Business Support Applications providers |
| Planning outlook | 12 months |
| Problems solved | Technical, governance, data management and integrity |
| Financial authority | N/a |