

Application and Product Support Analyst

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions, and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open, and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

To provide operational and technical support to business users to ensure that business applications are available and accessible to defined SLA's. Ensure that applications are maintained and kept up to date in line with organisational procedures. Take ownership of corporate applications and ensure they continue to meet the business need.

As an applications team make sure that applications are fit for purpose and plan for future improvements. With the business engagement team understand any emerging needs and help the business deploy new solutions on our estate.

The location

You'll be based at one of our main offices in either Farringdon, Croydon, or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

Take ownership of a range of business applications to ensure they meet the needs of the business.

The application and product team ensure business applications are continuously available, maintained and improved to ensure great customer outcomes.

- Working alongside Change Implementation and Business Change to support user adoption.
- Resolve user, account and system issues relating to any business application.
- Identify and resolve issues with applications, following agreed procedures
- Use application management software and tools to monitor and collect performance statistics
- Take corrective action to improve performance and to avoid problems arising.
- Carry out agreed applications maintenance tasks.
- Receive, log and resolve requests for support from help desk
- Investigate and troubleshoot issues, tasks and other requests for support and determines appropriate actions to take.
- Ensure all work is carried out and documented in accordance with required standards, methods and procedures.
- Monitor application systems, SQL server databases and interfaces by regular scrutiny of reports from the applications software, systems software or service delivery staff.
- Identify trends relating to repeated issues or application shortcomings and identify any business gaps.
- Liaise with software suppliers on the development of system enhancements to overcome known problems or further fulfil user requirements.
- Assist with the implementation of:
 - New functionality
 - Changes based on requests for change
 - Upgrades.
- Be an active part of Project Teams as required, providing support as identified.
- Provide product support to the Group's users of various business applications (inc. but not exclusive to Microsoft Dynamics, Sage, Orchard, Keystone, SharePoint and Azure)
- Provide ongoing technical maintenance and usage support of business applications in order to maintain their reliability and business benefits
- Represent the IT department at external business application user groups
- Be fully conversant with the application provision of the disaster recovery plan
- The post holder is involved in the implementation and support of major business applications; the post holder should have a thorough understanding of these applications and their relationships/interdependencies with other systems

What you'll need:

Experience

- Knowledge and practical experience of: Cloud platforms, products and services –
- Experience of working with Housing systems and administration Housing Systems administration
- Experience of supporting Microsoft azure and Office 365 systems
- Experience of supporting users to access and use critical business systems

- Understanding of cloud infrastructure
- Understanding of the human impact of cyber security, the controls required, and user support required.
- Significant and proven experience of supporting multiple business applications
- Experience working with a range of modern technologies which could include some of Active Directory administration, JavaScript/HTML, Dynamics CRM, SQL Query, MS power apps.

Skills

- Excellent customer and stakeholder management with a gift for engaging end users
- Analytical and problem-solving skills
- Good communication skills
- Excellent team player
- Root Cause analysis – Fix the cause of the problem not just the symptom.
- Act as a subject matter expert for a range of business applications
- Good knowledge of broad areas of IT concepts and practices
- Strong practical, hands-on knowledge of the Windows desktop environment

Qualifications

- Agile qualifications would be an advantage but not essential
- ITIL qualification or relevant experience (and a willingness to obtain qualification)

Desirable

- Industry

Abilities:

- Understand the business impact business systems have on end users, and customers.
- A continual improvement mindset, looking for opportunities to improve the capabilities of the organisation through better use of technology.
- Focused on positive customer outcomes.
- Capture, develop and challenge user/business requirements
- Implement mapped business processes using industry standard software and format
- A logical and systematic approach to problem resolution across a broad spectrum of technologies
- Be able to pick up and interpret technical information quickly

CREATING COMMUNITIES **TOGETHER**



- Be able to work as part of a team, including the ability to develop new working relationships, share knowledge and work with colleagues within the team to meet service standards
- Be able to manage your own workload while working on multiple tasks with differing priorities where priorities and circumstances often change