Senior Technical Support Analyst
Directorate: Information Systems and Change

Overview

Role Purpose	The purpose of this role is to support and enable the delivery of excellent customer service, improve operational efficiency, provide cost effective services, deliver relevant, timely and reliable information and to support NHG with simple, intuitive, and effective technology. You will provide a high-quality support service for the maintenance and configuration of business data and systems. This involves but is not limited to, managing IT projects, initiating business meetings, owning complex housing data processes, troubleshooting and resolving complex incidents escalated by 2nd line support, providing functional expertise to other staff members throughout the organisation, supporting opportunities to simplify processes and eliminate non-value added tasks, applying automation and process improvement ideas to data loads, updates, error resolution and data validation while supporting management's strategic vision.
Responsible for	•Providing a Senior role 3rd line applications support function for users across a range of business applications used by NHG. •Assessing requests for change, assigned to the NHG Housing systems Support Team. Liaising with system owners to ensure requirements are understood. •Own the management of one or more critical business applications through their life cycle, co-ordinating and managing upgrades for these. •For Application(s) that fall under your ownership, manage the day-to-day relationship with the business owner and software supplier's technical support. •Troubleshooting complex incidents and service and change requests through appropriate channels. •Pro-actively monitoring and managing Service Desk ticket queues for the Team, ensuring that SLAs are adhered to. •Lead on IT projects relating to application upgrades within your remit. •Participating in corporate projects to support the management and delivery of ICT workstreams. •Support the transition of bespoke developments and commercial software applications into operational support, ensuring that the Software Support Team has sufficient technical and user documentation together with knowledge transferred from Internal developers or Vendors to efficiently manage the solution.

	• Ensure the efficient operation of system interfaces, scripts, and scheduled jobs, creating documentation that may be required for support of the application.
Reports to	Housing Systems Lead
Line management	None
Tier	7
Expectation Level	Team Manager

Role relationships	
Internal	Senior IT Management, IT and Project Managers, Programme Office staff, Operational Service Managers, and their staff.
External	Software and service suppliers. Other external partner organisations. User Group representatives. Other Housing Association IT and operational staff.

Role accountabilities

1.   Mentor junior staff and support them when dealing with incidents and change requests that they're unfamiliar with, providing instructions and guidance as necessary.

2.   Lead on IT projects, complex upgrades, enhancements, and changes, liaising with the business, IT teams and suppliers to provide the necessary resources for the project.

3.   Lead on IT workstreams of corporate projects instigated by the Programme Office or Service Manager/Executive director; representing IT at project meetings and liaising closely with the business and project managers to deliver work packages to time, quality, and budget, whilst ensuring that IT risks and issues are identified and recorded together with mitigation actions.

4.   Liaise with internal and external audit in their conduct of systems audits or any audit of business functions that your applications support. Ensure that all information, data extracts, log files, process maps etc required for these, is provided in a timely manner.

5.   Review any Audit recommendations on a regular basis, ensuring that any necessary actions which have been agreed by Management are undertaken in accordance with timescales agreed between audit and IT or the business.

6.   Develop and maintain an in-depth detailed knowledge of the applications you manage, including data structures, scripts, scheduled jobs, and interfaces to other applications. Provide technical advice on proposed developments and being able to conduct advanced troubleshooting and root cause diagnosis.

7.   As necessary to lead on the extraction of data required to comply with Subject Access Requests, or associated DPA provisions (e.g. data portability).

8.   Lead on planning and testing disaster recovery processes for your applications, liaise with business and IT technical infrastructure teams together with 3rd party suppliers to ensure that detailed plans are agreed. Document the results of the tests, ensuring that follow-up actions are recorded and undertaken within agreed timescales.

Role accountabilities

9.   Responsible for 3rd line incident management and troubleshooting together with service request fulfilment via tickets logged on the service desk, ensuring the prompt resolution to incidents within defined Service Level Agreements.

10.   Design and develop improvements to the Applications you manage to assist the Software Support team in providing stable and fit-for-purpose solutions for our customers.

11.   Adopt and comply with industry best practice such as ISO, ITIL or SDI standards, such as may be introduced by Management.

12.   Maintaining a high level of customer satisfaction for the services provided. Ensuring that staff and Business owners are appropriately communicated with under all circumstances.

13.   Manage one or more business critical applications used by NHG. Including responsibility for arrangement of upgrades, testing, and liaising with service managers, users, and suppliers.

14.   Manage the relationship with the business owner(s) of those application(s). Understand their business function and how their application(s) support this, noting critical processes & key periods when additional support may be required.

15.   Provide advice and guidance to staff on all application support related matters, including testing procedures and any training requirements which may result from upgrades or new systems.

16.   Draft Requests for Change documentation for submission to the Change Advisory Board (CAB), where any changes to the live environment are required for the application(s) you manage.

17.   Ensure that any data security, technical or reputational risks are brought to the attention of your line manager and relevant technical/business teams. Ensure that risk registers are updated appropriately.

18.   Be responsible for the identification of Application faults and/or associated issues affecting the performance of an application, and when necessary, escalate these to software vendor technical support for root cause analysis.

19.   Own, manage, plan, and undertake the administration, configuration and scripting of business-critical processes, ensuring that risks are properly managed and minimised through mitigation actions beforehand.

20.   Maintain the standard and specialist document set for the IT Department, adapting, and revising as appropriate.

21.   Input to the formation of the IT Service Plan and operational service plans within the business.

22.   Represent the IT Department in forums within NHG, as appropriate, including large scale procurement exercises for the business.

23.   Attend vendor user group meetings to represent NHG and promote NHG interests. These may involve some traveling to other locations throughout the UK.

24.   Prepare technical reports by collecting, analysing, and summarizing information and trends.

Role accountabilities

25. Operate as primary IT contact for one or more relevant business areas

26. Be comfortable and experienced working at all levels within a business, writing reports and presenting to staff and management.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential	Desirable
•An understanding of IT corporate infrastructure (hardware, databases, client devices, Windows operating systems, active directory services, and generic applications etc.) used within a corporate IT environment. •Experience of planning complex pieces of work and small projects using a methodology (e.g. Prince) and delivering these through a matrix of inputs from various teams/staff. •Experience of working in a technical customer facing role, displaying a consistent professional attitude, and always demonstrating customer-focussed behaviour. •Excellent communication skills (both verbal and written). Must be able to explain technical concepts to users who have no technical understanding. •Have an understanding of the principles of Data Protection (as contained in the Data Protection Act 2018) and be aware of their practical application.	•Experience of ITIL Incident and Change management processes would be an advantage (Desirable). •Experience of working on an IT Service Desk (Desirable)

Professional expertise (know how & experience)

Essential	Desirable
Competent in ITIL and qualified to V3 foundation and ideally working in an ITIL environment (or equivalent).	

Skills

Essential	Desirable

•Proven expertise for SQL Server technologies; ETL, T-SQL Programming, SSIS, SQL jobs and scheduling. •Housing systems support experience. •Experience of writing technical documentation. •Experience of working as a technical lead on projects.	•Expertise in MS Dynamics CRM. (Desirable) •Expertise in requirements analysis and solution design. Defining Technical Documentation and Technical specifications (Desirable) •Expertise in PL SQL •Experience working with at least one of NHG's core applications (NEC Housing (Northgate HMS), DCRM.

Qualifications and/or professional membership

Essential	Desirable
A computing degree or equivalent experience.	Qualified to Prince2 Practitioner level

NHG Expectations

NHG Values and Behaviours serve as a guiding framework for our staff and helps us understand how our values should be visible in everything we say and do. They outline what we expect from our staff at different levels across the organisation.

This role is a Team Manager level and therefore you should refer to the **Team Manager** behaviours in addition to this role profile.

The full list of NHG Values and Behaviours is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.