

Application Support Assistant

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Job Description

Job Title Application Support Assistant

Location Reading

Grade/Salary Range RG5 (scp 22 - scp 25)

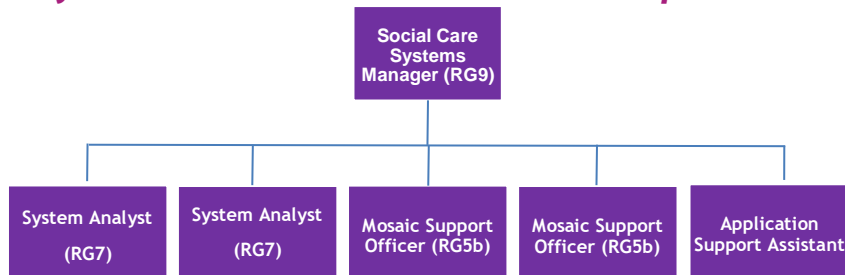
Service/Directorate Digital & IT/Resources Directorate

Job Purpose

The Reading Borough Council ICT estate is provided via a number of Service Towers including Service Desk, End User Services, Hosting Unified Communications and Networks, all ICT requirements for 66 sites and approximately 2200 users. This includes Cloud and Private Hosting facilities for the Council's Infrastructure and Line of Business applications, Print Services, Mobile Telephony and IT Service Management tooling.

The Application Support Assistant's purpose is to ensure the effective operation of RBC's business applications by carrying out first-line application support activities: activities that require knowledge and understanding both of the application estate - most notably the Mosaic social care system - and the business context in which they are being used. The role involves building and maintaining an understanding of the council's applications by working closely with application specialists, and establishing effective relationships with users, Tower providers and application suppliers.

Designation of Post and Position within Departmental Structure



Main Duties and Responsibilities

1. In conjunction with the service desk provide first line application support of RBC's business applications initially focused to Mosaic.
2. Ensure that first-line application support issues are recorded, and any resolution is captured accurately on the relevant call logging software.
3. Resolve first-line application support issues - typically incidents or service requests - for RBC line of business applications.

4. Identify recurring and/or related patterns of incident/request and take appropriate action to mitigate, e.g. generating templated solutions or knowledge articles so that resolution can be shared with other first line responders (service desk).
5. Ensure issues or incidents with no known underlying root cause have appropriate records created for escalation to second-line support (application engineer or specialist) and that next steps are communicated to the user.
6. Ensure that the right technical information to help with resolution is accessible to facilitate second line support.
7. Maintain understanding of business criticality and key business stakeholders for any service that they are providing support for, including any service levels that apply to response and resolution.
8. Allocate support issues to other resolver group queues as appropriate and escalate service issues up the service management chain promptly when appropriate.
9. Support users during the deployment of new applications and changes to applications.
10. Design and develop user guides and training suitable for new and existing users to improve knowledge and support quality use of RBC line of business applications within services.
11. Ensures ICT information is processed in accordance with policies and procedures. Examples include GDPR, FOI requests, general data and information handling in line with security policy.

Scope of Job (Budgetary/Resource Control/Impact)

1. No budget

Special/Other Requirements/Responsibilities of this Post

Level of DBS check required for this post No Check Required

If *, does the post require a check against the list of people barred from working with vulnerable adults? NO

If *, does the post require a check against the list of people barred from working with children? NO

What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks) N/A

Is this post “politically restricted”? NO

Responsibility for Health & Safety: LEVEL 1

Please specify responsibility for implementing the Council’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified N/A

Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties & Responsibilities” above N/A

Person Specification

Qualifications/Education/Training

1. Qualifications indicative of a good standard of numeracy (GCSE Maths grade B or above) and literacy (GCSE English grade C or above)

Experience

1. Minimum of 1 year's previous experience of working in an ICT or customer support environment
2. Experience of application support including the resolution of support issues
3. Experience of working in a triage environment and the use of escalation processes for unresolved issues
4. Experience of escalating technical and security issues when necessary
5. Minimum of 2 years' experience training and supporting staff
6. Can demonstrate experience working with Service Management tools used to log and capture service support/request issues

Skills, Abilities & Competencies

1. Knowledge of key line of business applications in use at RBC, Mosaic knowledge is desirable and having the ability to learn about other applications as necessary
2. Ability to participate in cross-functional teams to resolve challenges and shape future opportunities
3. Excellent communication skills (written, verbal, presentation and influence)
4. Ability to manage own workload given multiple simultaneous demands from different parts of the business
5. Strong interpersonal skills - ability to dialogue, negotiate, influence and work with others collaboratively and constructively
6. Able to communicate technical issues to non-technical persons in the business as required

Specific Working Requirements

1. Ability and willingness to work across a number of sites.
2. Ability and willingness to work occasional evenings and weekends.
3. Willingness to work compressed/extended hours during crucial stages of managed projects.