Application Analyst			
Faculty / Department:	IT Services	**Grade:**	*SO2: £37,332.00 - £40,581.00*
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Senior Application Analyst	**Responsible for:**	N/A

Job Purpose
Define the integration build and produces a build definition for generation of the software. Accept software modules from software developers, and produce software builds for loading onto the target hardware from software source code. Configure the hardware environment, produce integration test specifications, conduct tests and record the details of any failures. Carry out and report's fault diagnosis relating to moderately complex problems.

Use the tools and techniques for specific areas of release and deployment activities. Administer the recording of activities, logging of results and documents technical activity undertaken. May carry out early life support activities such as providing support advice to initial users.

Maintain application support processes, and checks that all requests for support are dealt with according to agreed procedures. Use application management software and tools to investigate issues, collect performance statistics and create reports.

Main Activities and Responsibilities

1. Integrates and tests components and/or subsystems and their interfaces in order to create operational services
2. Manage processes, systems and functions to package, build, test and deploy changes and updates into a live environment, establishing or continuing the specified service, to enable controlled and effective handover to Operations and the user community.
3. Provide application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues.
4. Receive and log requests for support from help desk, other service delivery staff and/or users. Prioritises requests in accordance with agreed criteria and the needs of the organisation. Monitor progress of requests for support and ensures users and other interested parties are kept informed. Takes corrective action to avoid or minimise delays.
5. Within a broad area of competence, investigate issues and other requests for support and determines appropriate actions to take.
6. Within own area of competence, provide correct responses to requests for support by means of for example: making system modifications, developing workarounds or site-specific enhancements, manipulating data, reconfiguring systems, changing operating procedures, training users or operations staff, producing additional documentation, or escalating requests to systems development staff or software suppliers. Ensures all work is carried out and documented in accordance with required standards, methods and procedures.
7. Provide advice and guidance to less experienced colleagues where required.

8. Liaises with systems development staff or software suppliers on the development of system enhancements to overcome known problems or further fulfil user requirements.

9. In accordance with agreed procedures, monitors application systems for which responsible by regular scrutiny of reports from the applications software, systems software or service delivery staff. Note problems and identify performance trends. Take corrective action to improve performance and to avoid problems arising.

10. Accept new releases of applications software from systems development staff or software suppliers. Use the tools and techniques for specific areas of release and deployment activities.

11. Administer the recording of activities, logging of results and document technical activity undertaken.

12. May carry out Early Life Support activities such as providing support advice to initial users.

13. Defines the software modules that comprise an integration build and produces a build definition for generation of the software.

14. Accept software modules from software developers, ensuring that they meet the defined software test criteria and produces software builds for loading onto target hardware from software source code (typically held within a configuration management system).

15. Configure the hardware/software environment as required by the system being integrated.

16. Produce integration test specifications as required by project integration plans, conduct tests as defined in these specifications and record the details of any failures in a concise but complete manner

17. Carry out fault diagnosis relating to moderately complex problems, reporting the results of such diagnosis in a clear and concise manner.

18. Produce system integration reports as required by the project integration plan.

Person Specification

Essential Criteria	Application Form / Support Statement / Interview
1. Degree or equivalent, with relevant professional qualifications.	Application Form / Support Statement
2. Has achieved proficiency in task and application support - Level 3 or at Level 3 in another related SFIA skill	Application Form / Support Statement / Interview
3. Able to demonstrate experience of working on projects and of communicating with users on technical issues.	Application Form / Support Statement / Interview
4. Demonstrate good verbal and written communication skills. Is effective and persuasive in the presentation of local procedures.	Interview
5. Have an in-depth knowledge of business aspects of the application(s), and of technical aspects of the application system(s) and the hardware and software environment in which they run.	Application Form / Support Statement / Interview
6. Has a comprehensive knowledge of information systems development processes or networks or other skill areas which are relevant to the role and the applications to be supported.	Application Form / Support Statement / Interview

7. Must have Achieved proficiency at Level 2 in any SFIA skill.	Application Form / Support Statement / Interview
8. Demonstrates a meticulous method of working and attention to detail.	Interview
9. Has general awareness of all phases of the systems development lifecycle.	Interview
10. Has achieved proficiency in the Task of Systems integration - Level 2 or at Level 2 in any Development Skill which involves systems implementation.	Application Form / Support Statement / Interview
11. Demonstrates a rational and organised approach to the tasks undertaken and an awareness of the need to achieve quality.	Interview
12. Able to demonstrate some knowledge of testing procedures.	Interview
13. Proficient in application of automated systems to the support of specific business functions or processes for example: enterprise resource planning, sales forecasting, airline reservations, petroleum reservoir modelling.	Interview
14. Proficient in techniques which help in modelling and understanding a business and its operation for example: functional business models, statistical process control, relational data modelling, use case.	Interview
15. Proficient in the application of automated (software) tools which enable selective access to information held within some form of database or "data warehouse" for example: exporting data to a spreadsheet via ODBC.	Interview
16. Proficient in knowledge of the IT infrastructure (hardware, databases, operating systems, local area networks etc) and the IT applications and service processes used within own organisation.	Interview
17. Proficient in techniques for ensuring that full account is taken of customers' real and stated needs in the delivery of IT services.	Interview
18. Proficient in activities, structure, and position in the organisation of the functions or departments for which services are provided.	Interview

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.