

# ICT Application Support Specialist

## Grade

E

Head of ICT Operations



Applications & Digital Manager



ICT Application Support Specialist



No Direct Reports

## Department

Information  
Comms & Tech



ICT Applications

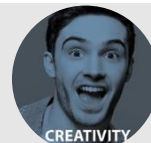
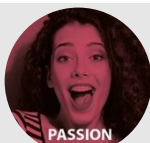
## Role Overview

Provide an efficient and effective ICT customer support function to Your Housing Group, ensuring users receive the required assistance and are communicating using the most appropriate method. Analysis and diagnosis of application errors and problem resolution in both the long and short term.

## RESPONSIBILITIES

- ✓ Responsible for the development, implementation maintenance of a defined set of applications.
- ✓ Responsible for set standards for programming tools and techniques, advise on their application, and ensure compliance.
- ✓ Ensure all customer-facing documentation is reader friendly and easy to understand.
- ✓ Modify, install, and document designated applications or modules.
- ✓ Provide in-depth technical support in the applications.
- ✓ Regular salutation of the current state of the application, identifying aspects which could be improved and recommend changes to facilitate improvements.
- ✓ Accurate detailed record keeping of the application's performance and shortcomings.
- ✓ Analyse error trends to reduce or minimise down time.
- ✓ Identify and develop functionality changes.
- ✓ Maintain documentation of key databases and applications linked to them.
- ✓ Support the vendor and contract management processes for application suppliers.
- ✓ Undertake additional duties appropriate to the role and/or grade.

## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

## STRENGTHS

- ✓ Excellent customer service skills
- ✓ Methodical with strong attention to detail
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Technical capability and business understanding
- ✓ Strong investigation and diagnostic skills

## ESSENTIAL REQUIREMENTS

- ✓ In-depth knowledge of designated applications
- ✓ Experience of Keystone, Documotive, and Accuserv
- ✓ GCSE Maths and English (or equivalent)
- ✓ Knowledge of development methodologies and standards
- ✓ Up-to-date knowledge of scripting, coding and application software

## BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Experience of Orchard Housing Management System