

ICT Application Support Specialist



Role Overview

Deliver an efficient and effective ICT customer support function across Your Housing Group, ensuring users receive timely assistance through the most appropriate communication channels. Analyse and diagnose application issues, providing both short-term resolutions and long-term solutions to improve system stability and performance.

RESPONSIBILITIES

- Responsible for the development, implementation, and ongoing maintenance of a defined set of applications, ensuring reliability and performance
- Responsible for setting standards for programming tools and techniques, advising on their application, and ensuring compliance
- Provide support across high-priority projects as required
- Maintain documentation for key application, database or modules
- Provide in-depth technical support for applications, resolving complex issues and ensuring system stability
- Analyse error trends to identify root causes and reduce or minimise system downtime
- Perform technical and comprehensive daily checks to ensure the Group’s systems are stable and reliable
- Undertake additional duties appropriate to the role and/or grade

Our values

Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.

Caring
We show kindness and consideration to our customers and each other.

Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

Through our passion for housing, more people have a safe place to call home

STRENGTHS

- ✓ Methodical approach with strong attention to detail, ensuring accuracy and quality in all work
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Experience of dealing with the complexity of multiple concurrent deliveries
- ✓ Strong technical capability complemented by a solid understanding of business processes and requirements
- ✓ Strong investigation and diagnostic skills, enabling effective problem identification and resolution
- ✓ Strong customer service skills, delivering responsive, user-focused support and building positive relationships




ESSENTIAL REQUIREMENTS

- ✓ Demonstrable knowledge of housing sector applications, including Housing Management Systems, Finance Systems, and HR & Payroll Systems.
- ✓ Ability to effectively manage own workloads, prioritising time-critical activities to ensure delivery against service standards and business needs.
- ✓ Working knowledge of SQL and Progress databases, including the ability to query, analyse, and support data-driven applications.
- ✓ Working knowledge of Microsoft Dynamics 365 (CRM), including configuration, support, and optimisation of customer and business processes.
- ✓ Maintains up-to-date knowledge of scripting, coding, and application software to support effective solutions
- ✓ Experience of using SharePoint Online as a document management platform, including storing, organising, and managing documentation effectively.

BENEFICIAL TO THE ROLE

- ✓ Familiarity with integration platforms such as Microsoft BizTalk, SSIS, and Microsoft Azure services (including Logic Apps, Azure Functions, and Data Factory), with an understanding of system integration and data workflows.
- ✓ Experience of utilising Azure DevOps tools to support application lifecycle management, including work item tracking, source control, and deployment processes.
- ✓ Demonstrates a positive attitude towards learning and development, supported by a strong record of continuous professional development.
- ✓ Exposure to web APIs, with an understanding of how applications integrate and communicate.
- ✓ Experience of working within an organisation undergoing transformational change, with the ability to adapt, remain resilient, and support the successful delivery of change initiatives.

Our values

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