BPP Job Description

Job Title   Junior Application Support Engineer

Department   Technology

Location   Home and office based

Additional details   This role can be based within travelling distance of Manchester or London and will be on a hybrid contract with Home and Office based working.

Contract type   Full time and permanent

Hours of work   37.5 hours per week

Reporting line   Head of Application Support?

Job Purpose

- To provide application support in production environments including diagnostic and cause analysis
- To support business requirements through provision of application services
- To support Product Go-To-Market Strategy for production environments
- To act as the operational technical agent for identified applications
- Triaging tickets assigned to Application Support team within Service Now

Key Responsibilities

- Triaging and managing level 1 incident and request tickets using effective ticket management practices
- Diagnosing causes of incidents that are related to application services and implementing resolutions as per provided documentation and training
- Providing guidance, and support of business processes that use one or many applications or application services.
- Acting as operational technical analyst for identified applications, gaining through intranet documentation and training sessions.
- Liaising with other IT teams in support of applications maintenance and development activities.

- Assisting each line of business with opportunities for shared applications and common business efficiencies.
- Taking responsibility for: time management; reporting and monitoring; risk management; issue management; quality assurance; and change management.
- Working with other application team members as appropriate for the implementation of application related activities.
- Carrying out other tasks as agreed with the line manager.

Skills, experience & qualifications – Essential

- Familiar with using basic tools and software such as Microsoft Office365, Slack, JIRA, Service Now etc.
- Some IT support experience
- Have a keen interest in technology and willingness to learn
- Able to work independently, and manage your own time
- Able to work effectively remotely, utilising the communication tools available such as slack, Teams to communicate as needed with colleagues and users
- Ability to assess and prioritise, and escalate appropriately

Skills, experience & qualifications – Desirable
- Experience of working within an IT Support team, providing 2nd/3rd line technical support of applications.
- Some experience and technical knowledge of Windows server environments
- Experience of working with a variety of software platforms and applications
- Knowledge and experience of using relational databases
- Able to acquire an understanding of a problem or situation and develop an effective approach to investigation and resolution
- Understanding or working knowledge of supporting SaaS (AWS, Azure) applications
- Awareness of Service Management disciplines (e.g., ITIL)