

<b>Job Title:</b>	Application Support Engineer
<b>Department:</b>	IT
<b>Business/Function:</b>	Application Support
<b>Main Location:</b>	Henry Street, Bath
<b>Reports To:</b>	Application Support Manager
<b>Job Summary/Purpose</b>	
<p>The role is within a small application support team assisting a number of different functions and business units in a Financial services organisation. Responsibility includes all aspects of application support including resolving issues with script and data fixes, enhancements to functionality, user assistance, ad-hoc DB reporting, user account management and ensuring scheduled jobs and processes have run successfully.</p>	
<b>Key Responsibilities</b>	
<p>Breakdown of responsibility &amp; % of time</p> <p><b>Team Processing 85%</b></p> <p>Responsibility for running and maintaining core team processes, incident management and resolution, adherence to SLA's, ad-hoc reporting, liaison with Development and Infrastructure teams, consistent processes against procedures, process checking and error control.</p> <p><b>Team Membership 5%</b></p> <p>Focus on developing, implementing and sharing best practices. Contribute to the development of the team strategy and objectives. Recognise the importance of working as team unit and fostering a team spirit.</p> <p><b>Exception/Query Processing 10%</b></p> <p>Process management of exceptions arising various incidents, this may include some solution design and analysis, typically the result of processing failures that require investigation and a solution outside the standard model.</p> <p><b>General Responsibilities: -</b></p> <ul style="list-style-type: none"> <li>• Meet all Financial Service Authority regulations.</li> <li>• Ensure that the Treating Customers Fairly principles are adhered to, including raising any areas for concern with either line manager or compliance.</li> <li>• Follow health and safety policy and practices. If a breach of health and safety regulations is noticed, raise with line manager immediately.</li> <li>• Continually focus of delivery of excellent customer service to ensure that the Company is highly valued by our clients.</li> <li>• Work towards own and team goals, remain flexible in outlook and continually develop self to achieve stretch objectives.</li> </ul> <p>You will, from time to time, be required to undertake other activities that fall within your capabilities as directed by management.</p>	
<b>Core Competencies</b>	
<p><b>Business Focus</b> The motivation and ability to apply good financial practice and company procedures at all times</p> <p><b>Operational Excellence</b> Continually delivering and improving excellence for clients and customers</p>	

<p><b>Client and Customer Focus</b> Add value to client/customer, adhere to Treating Customers Fairly principles, and operate as a true business partner</p> <p><b>Communication</b> Communicate clearly and concisely, tailoring content and style, with ability to make a positive impression on others</p> <p><b>Expert Knowledge</b> Consistent application of professional or specialist knowledge and skills; takes opportunities to contribute to policy and best practice</p> <p><b>Working with Others</b> Working successfully with others and building a network of good relationships in order to achieve shared goals</p> <p><b>Performance Focus</b> Demonstrate energy and enthusiasm, takes ownership, delivers results and improves personal performance</p>					
<p><b>Authority Levels and Decision Making</b></p> <p>The role is not expected to have management level authority on a regular basis though the nature of the organisation will mean the responsibility levels are higher than might normally be expected. Decision making will be specific to the role and will likely be limited.</p>					
<p><b>Key Contacts/Stakeholders</b></p> <p>Customers in the wider business Line Manager 3rd Party Suppliers e.g. GBST,EMX, iTECH External customers</p>					
<p><b>Specialist Skills, Qualifications and Experience</b></p> <table border="1"> <thead> <tr> <th>Essential:</th> <th>Desirable:</th> </tr> </thead> <tbody> <tr> <td>           2/3 years experience in a similar role            Excellent SQL skills            Attention to detail            Excellent written and verbal communication skills            Ability to work to deadlines and complete tasks accurately whilst under pressure         </td> <td>           Degree education or higher            Experience of financial services platforms            Powershell scripting            VBA         </td> </tr> </tbody> </table>		Essential:	Desirable:	2/3 years experience in a similar role Excellent SQL skills Attention to detail Excellent written and verbal communication skills Ability to work to deadlines and complete tasks accurately whilst under pressure	Degree education or higher Experience of financial services platforms Powershell scripting VBA
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