Job Title	Application Support Analyst		
Reports to	Application Support Manager		
Department	Technology		
Job Family	Business Services	Level	3

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS Technology department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in Technology Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, project delivery, business change and enterprise architecture.

Job Purpose

We are currently seeking an Application Support Analyst to join our internal Application Development and Support Team.

The Application Support Analyst at London Business School plays a pivotal role in ensuring seamless functioning, integration, and optimisation of core business systems used by faculty, staff, and students. The ideal candidate possesses a strong technical aptitude, exemplary customer service skills, and an innate ability to identify and execute system/process improvements.

Key Responsibilities:

1. Business System Support:
    a. Provide ongoing support for business systems used by faculty, staff, and students. This includes systems which are off-the-shelf, internally developed, or externally sourced.
    b. Address and resolve incidents related to core business applications promptly, ensuring minimal disruption to users.
2. System Administration:
    a. Ensure the up-to-date administration of core business applications, ensuring their robustness and reliability.
    b. Maintain a comprehensive documentation repository, detailing the configurations, operations, and workflows of the systems.
3. Expertise and Knowledge Dissemination:
    a. Act as a resident 'expert' on selected core business applications, providing guidance and clarity to other team members and stakeholders.
    b. Facilitate training sessions and knowledge-sharing workshops to impart system expertise across the organisation.
4. System and Process Optimisation:
    a. Proactively identify opportunities for system and process improvements.
    b. Coordinate with relevant stakeholders and delivery teams to conceptualise, plan, and execute these enhancements.
5. Customer Service:
    a. Deliver outstanding customer service by addressing system-related concerns and queries from users.
    b. Ensure prompt and efficient incident resolution, minimising system downtimes.
6. Data Standards Maintenance:
    a. Uphold and ensure the highest possible data standards, allowing London Business School to operate efficiently and cost-effectively.
7. System Testing:
    a. Collaborate with the development and IT teams to provide testing resources for newly implemented systems or system upgrades.

b. Ensure that systems are free from major defects and operate as intended post-deployment.
8. Technology Proficiency:
   a. Demonstrate strong skills and knowledge in working with MS Azure and leading customer relationship management (CRM), content management systems (CMS) and web hosting platforms e.g. MS Dynamics 365, Contentful, Netlifly
   b. Exhibit proficiency with relational databases, with a particular emphasis on SQL.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support
- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting
- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.

Compliance
- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Contractor Management
- Oversee onboarding of third party suppliers who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

Project Management
- Plan and deliver a range of small, straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Process Improvement
- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Change Management
- Champion change by role modelling the behaviour expected from all colleagues and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:
- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Timely and robust onboarding of third party suppliers.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.

Knowledge/Qualifications/Skills/Experience required

Essential skills:
- Strong analytical and problem-solving skills.
- Positive experience of working within a customer-services orientated environment.
- Excellent organisational skills and meticulous attention to detail.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Bachelor's degree or equivalent experience.
- This may be supported by a specialist qualification.
- May be working towards relevant professional qualification.
- Experience of using software related to own area of specialism to extract, analyse and report on data.

Desirable skills
- Experience working with systems hosted in MS Azure
- Experience working with leading customer relationship management (CRM) and content management systems (CMS) e.g. MS Dynamics 365, Contentful.

- Knowledge of relational databases including SQL scripting.
- Project management skills.

Staff	n/a
Budgets	n/a
Date Updated	02/10/2023