

Job Description

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications, and experience.

Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	IT Business Analyst - Application Support
Salary:	£31,537-£45,091
Grade:	8-11
Hours:	37
Team:	IT Applications and Systems Support
Service Area:	IT Service
Primary Location:	County Hall
Budget responsibility:	None
Responsible to:	IT Principal Support Analyst
Responsible for:	

Job Purpose

This is a brief overview of the key objectives of the job including the context within the team/department.

The IT Business Support Analysts are responsible for providing application support at a business level so that the council meets Service, Directorate, and statutory requirements.

Support will include investigation and resolution of issues and incidents; providing business application specific advice, guidance, and training; updating documentation and defining enhancements.

The IT Business Support Analysts will work in close collaboration with application suppliers and colleagues working in IT infrastructure services.

This post holder is responsible for ensuring that all relevant County policies and procedures are adhered to, and concerns are raised in accordance with these policies

Job Responsibilities

This is a list of the main duties or tasks that the post holder will be expected to undertake.

- Maintain and support the continuous development of a secure, effective, and efficient business application support service, using up to date advice and guidance to provide continuous access to business applications support
- Support the delivery of an effective business application reporting environment that provides staff with access to reports that allow them to target and monitor service delivery in accordance with statutory guidance and requirements
- Understand customer requirements, collect information, deliver analysis, and recommend options as they relate to the enhanced use of business applications
- Undertake analytical activities as required and deliver analysis outputs, in accordance with customer needs and conforming to agreed standards
- Support the delivery of business application related learning activities, as appropriate
- Promote and improve data integrity through the continuous support and development of business application reporting environments, working with operational and Information Management colleagues to ensure reporting requirements are appropriately specified and where appropriate, undertake report writing and analysis
- Protect application integrity and security through rigorous monitoring and implementation of safe working practices, overseeing relevant business application data quality monitoring and management procedures, developing systems to track and report on non-compliance
- Apply and maintain specific security controls as required by organisational policy to maintain confidentiality, integrity, and availability of business applications
- Investigate operational needs, problems, and opportunities as they relate to the use of business applications, contributing to the recommendation of improvements
- Support the co-ordination, escalation, and monitoring of calls to 3rd party application suppliers
- Support the delivery of relevant projects as 'business application specialists' supporting the implementation of solutions to fulfil business requirements
- Use the appropriate management software and tools to proactively monitor agreed performance statistics and carry out application maintenance tasks as required
- Develop and maintain an up-to-date knowledge of relevant business applications and software associated with their use
- Maintain application support, system administration and change control procedures and documentation

- Implement robust testing and release management processes to protect system integrity and business continuity through the implementation of change
- Develop and maintain a high-level knowledge of the background infrastructure and architecture that support business application
- Maintain an up-to-date knowledge of business application developments and the organisational and statutory frameworks applying to operational teams; use this knowledge to inform user support and make recommendations for change

Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications, and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our corporate values.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and, in the order, listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

Essential Criteria	Assessed By:
A good general Education including GCSEs in English and Maths (or equivalent or significant relevant experience)	A/D
Knowledge and understanding of business applications and their use in OCC	A/I
Knowledge of data quality standards	A/I
Experience in the support and maintenance of at least one core business application, and of providing customer support in an IT Service environment	A/I
Experience of supporting the implementation of service improvements	A/I
Working in partnership with a range of partners	A/I
Experience of involving customers in the planning, development, and evaluation of services	A/I
Understanding of legal, statutory and inspection frameworks relevant to the use of business applications	A/I
Knowledge and understanding of the ICT technology relevant to the service area.	A/I
Commitment to and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services	A/I

Desirable Criteria	Assessed By:
ITIL qualification or equivalent experience	A/I
Business analysis/BPR training	A/I
Knowledge of relational databases and the use of industry standard data analysis tools	A/I
Significant experience working in a medium to large scale public sector environment	A

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre-employment checks specific to this role include:

<input type="checkbox"/> Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/> Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/> Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/> Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/> Standard Disclosure and Barring Service check	<input checked="" type="checkbox"/> Basic Disclosure
<input type="checkbox"/> Disqualification for Caring for Children (Education)	<input type="checkbox"/> Overseas Criminal Record Checks
<input type="checkbox"/> Prohibition from Teaching	<input type="checkbox"/> Professional Registration
<input type="checkbox"/> Non police personnel vetting	<input type="checkbox"/> Disqualification from Caring
<input type="checkbox"/> Other (please specify):	

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety, and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).



<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing, and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g., long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input checked="" type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		

Agile Working

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs. Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.

