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| **TITLE** Application Support Analyst – Combined Apps Team | | |
| **TEAM:** IT | **LOCATION:** ESA Regional Office | |
| **GRADE**: D | **CONTRACT LENGTH:** Fixed Term – 1 Year | |
| **CHILD SAFEGUARDING:**  Level 2:  the post holder will have access to personal data about children or young people, as part of their work; therefore a police check will be required. | | |
| **ROLE PURPOSE:**  As a member of the Global IT team and reporting into the Combined Apps Team Lead, the post-holder will be one of a dynamic team supporting a range of critical global SCI/SCA applications. The role will support Datix Cloud IQ (50%), our incident and claims reporting and management systems, and Jira (50%), our system for managing Service Desks, Change Control, Problem Management, Requirements Engineering and Sprints. Additionally, the roleholder will have the opportunity to engage with and provide secondary coverage for other global applications supported by the Combined Apps Team. | | |
| **SCOPE OF ROLE:**  **Reports to: Combined Apps Team Lead**  **Budget Responsibilities: none**  **Role Dimensions**: Save the Children Association works in around 120 countries worldwide and employs around 25,000 staff. The Combined Apps team connects with many stakeholders across Save the Children International countries, regions and centre, as well as Save the Children members. This role is key in ongoing business as usual application support. | | |
| **KEY AREAS OF ACCOUNTABILITY :**   1. **Datix Cloud IQ support:**    1. Provide 1st line support for Datix Cloud IQ, taking lead of the DCIQ Service Desk and ensuring 95% compliance on both response and resolution SLAs.    2. Work closely with the Datix Specialist and Product Owner to resolve/deliver complex Problems and Changes.    3. Escalate Bugs and other issues to the software vendor as required. 2. **Jira support:**    1. Provide 1st line support for Jira, taking lead of the Jira Service Desk and ensuring 95% compliance on both response and resolution SLAs.    2. Escalate issues as required to 2nd/3rd line support and the software vendor. 3. **Secondary coverage for other global applications** | | |
| **QUALIFICATIONS** | | |
| **EXPERIENCE AND SKILLS**  Essential   * Experience working in IT Service Management, managing and prioritizing an incident queue. * Excellent customer service and technical troubleshooting skills. * Proactive and able to communicate effectively with all levels of the organisation including international staff around the world. * Ability to work independently without direct supervision. * Ability to work in a geographically dispered team. * Ability and willingness to learn and implement new technologies. * A commitment to the mission, vision and values of Save the Children.   Desirable   * Knowledge of, or interest in international development, humanitarian assistance, children’s rights, and current affairs. * Experience working with Jira. * Knowledge of SQL. * Experience working with Datix Cloud IQ. * Knowledge of ITIL concepts. * Experience of managing project activites and deadlines, preferably in an international NGO environment. | | |
| **Additional job responsibilities:**  Since the role involves support to end users across different time zones, it may be necessary from time to time to work outside normal office hours, which is compensated by time off in lieu where appropriate. | | |
| **BEHAVIOURS (Values in Practice**)  **Accountability:**   * holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values   **Ambition:**   * sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same * widely shares their personal vision for Save the Children, engages and motivates others * Future orientated, thinks strategically and on a global scale.   **Collaboration:**   * builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters * values diversity, sees it as a source of competitive strength * Approachable, good listener, easy to talk to.   **Creativity:**   * develops and encourages new and innovative solutions * Willing to take disciplined risks.   **Integrity:**   * honest, encourages openness and transparency; demonstrates highest levels of integrity | | |
| **Equal Opportunities**  The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. | | |
| **Child Safeguarding:**  We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. | | |
| **Health and Safety**  The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. | | |
| **JD written by: Will Knapman** | | **Date: 23rd March 2023** |
| **JD agreed by:** | | **Date:** |
| **Updated By:** | | **Date:** |
| **Evaluated:** | | **Date:** |