

**PERSON SPECIFICATION -
Application Support Analyst**

Category	Essential	Desirable	Assessment
Education	Minimum 3 years' experience in a similar role.		Application
Experience / Knowledge	<p>Experience working in a similar role and at a similar level in order to demonstrate relevant competence required for the role</p> <p>Experience with supporting teams to make the best use of all IT platforms</p> <p>Experience of being 'first port of call' for issues relating to internal applications.</p> <p>Experience in developing App's for Schools and Care Services</p> <p>Working closely with Education Leadership Team and Head of Care, preparing documents ahead of Ofsted and CQC inspections</p> <p>Comprehensive knowledge of maintaining networks.</p> <p>Comprehensive knowledge of installing new software and upgrading existing applications.</p> <p>Experience of providing technical support for staff</p> <p>Experience of running diagnostics</p> <p>Knowledge of maintaining hardware peripherals (e.g. scanners, printers, external drives.)</p> <p>Experience of purchasing kit.</p> <p>Comprehensive knowledge of ensuring internet systems are safe and offer full protection.</p>		<p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
Attitudes	<p>Flexible attitude</p> <p>Ability to work at multi sites.</p>	An understanding of autism and other examples of neurodiversity and how this can impact on an individual and their family	Interview

	<p>Positive attitude towards working as part of a team and individually.</p> <p>Caring and non-judgemental</p> <p>A commitment to working in an anti-discriminatory way</p>		
Skills and Abilities	<p>Ability to drive, and to have a clean driving licence</p> <p>Customer focussed.</p> <p>Excellent verbal and written skills.</p> <p>Excellent knowledge of IT</p> <p>Ability to remain confidential at all times</p> <p>Good documentation skills.</p> <p>Highly motivated - sets and achieves challenging goals.</p> <p>Ability to look for ways to improve and promote quality</p> <p>Ability to maintain awareness of new and emerging technologies.</p> <p>Excellent knowledge of operating systems, networking, hardware and software.</p> <p>Excellent problem-solving skills</p> <p>Excellent organisational skills.</p> <p>Ability to explain problems and solutions clearly to non-technical users.</p> <p>Ability to prioritise, work under pressure and meet deadlines.</p> <p>A patient and methodical approach</p> <p>Show an awareness of Health and Safety (Cyber Security)</p>		<p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p> <p>Interview / Work Trial</p>

JOB DESCRIPTION - Support Analyst

Job Description: Support Analyst

Responsible to: Senior Management Team.

Place of Work: Flexible Location

Job Summary

At North East Autism Society, we have, for over 40 years led the way in providing specialist care, education and services for children, young people, and adults with autism, across the north-east of England.

We are seeking a talented, self-motivated, and innovative individual with a real passion for supporting users to get the most out of IT. You will be required to have a good all-round knowledge and interest in both IT and software development to enable you to troubleshoot and triage a wide range of internal applications.

The role will primarily involve supporting NEAS's internal software systems, providing end-user training on internal systems, documenting solutions and processes as well as performing some internal administrative tasks.

Duties and Responsibilities

- Support NEAS's team to make the best use of all IT platforms
- Act as a 'first port of call' for any issues relating to our internal applications
- Help in developing App's for our Schools and Care services across the North East
- Work closely with our Education Leadership Team and Head of Care, in preparing documents ahead of Ofsted and CQC inspections
- Maintaining the society's network
- Installing new software and upgrading existing applications
- Providing technical support for staff
- Running diagnostics
- Maintaining hardware peripherals (e.g. scanners, printers, external drives)
- Purchasing kit
- Ensuring internet systems are safe and offer full protection

Team Work

To work within a team setting, promoting a consistent service, working to agreed team goals

To work with colleagues in a respectful manner

To work closely with our Education Leadership Team and Head of Care

Performance Management/Training and Development

To participate in arrangements made in accordance with the services performance management policy

To attend all mandatory training within the time scale required and assessed as competent when required.

To attend appraisal meetings, team meetings and training sessions

To attend Line Management supervision and to complete work targets within the agreed timescale

To keep your team leader informed of the progress of your work, to present information in both verbal and written form

Core Competencies

Technical Competencies

1. Must have relevant work-related experience.
2. Must have gained a good all-round standard of education.

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3. Must have a good knowledge of current IT technologies.
 4. Must possess a high standard of written English
 5. Exceptional attention to detail.

Management Competencies

1. High level of professionalism
2. Concern for quality of delivery of service
3. Ability to respond to change in circumstances
4. Discretion
5. Self-motivation
6. Teamwork
7. Flexibility
8. Achievement Motivation
9. Quality Awareness
10. Risk Awareness
11. Health & Safety Awareness
12. Commitment for continued professional development of self and others.

Managing Tasks / Projects

1. Ensuring tasks and duties are performed within clearly defined time quality standards.

Managing Information / Data

1. Compiling and processing, supplying information and data to both internal and external contacts whilst ensuring confidentiality is maintained where appropriate.

Communications

1. High level of verbal and written communication skills
 2. Information sharing with senior professional
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