

Role Title	Application Support Analyst
Department	Application Support
Reports To	Application Support Manager
Management Responsibilities	N/A
SMCR Responsibilities	N/A
Role Purpose	The Application Support Analyst plays a critical role in ensuring the stability, reliability, and usability of business-critical software applications. Acting as a technical liaison between end users, support teams, and development, this role is responsible for diagnosing and resolving multiple application issues, maintaining system health through proactive monitoring, and supporting the successful deployment of changes and updates. The Application Support Engineer ensures incidents are handled efficiently, root causes are addressed, and users receive responsive, high-quality support. Ultimately, this position supports the continuous improvement of both the product and user experience through strong technical insight and a service-oriented mindset.

Key Role Activities

1. Incident Management

Accountability:

Own the resolution of application incidents to ensure minimal disruption to users and business operations.

Responsibilities:

- Triage incoming support tickets based on priority and impact.
- Troubleshoot and resolve incidents within defined SLAs.
- Escalate unresolved issues to appropriate teams with clear documentation.
- Communicate updates to stakeholders throughout the incident lifecycle.

2. Root Cause Analysis (RCA)

Accountability:

Ensure permanent resolution of recurring or critical incidents through structured investigation and documentation.

Responsibilities:

- Conduct in-depth analysis to identify root causes of major issues.
- Collaborate with developers or infrastructure teams to implement long-term fixes.
- Maintain a log of known issues and documented resolutions.
- Participate in post-incident reviews and action planning.

3. Application Monitoring and Performance

Accountability:

Maintain system stability and performance through proactive monitoring.

Responsibilities:

- Use of monitoring tools to track application performance.
- Set up alerts for anomalies or performance degradations.
- Investigate and respond to triggered alerts.
- Optimise monitoring coverage and thresholds as systems evolve.

4. End-User and Customer Support

Accountability:

Deliver high-quality support experiences for internal or external users.

Responsibilities:

- Respond to user inquiries via support platforms.
- Provide clear and actionable guidance on application usage and issues.

- Offer technical assistance during onboarding or feature rollout.
- Train or assist non-technical users when needed.

5. Documentation & Knowledge Sharing

Accountability:

Ensure critical system and support knowledge is captured and accessible.

Responsibilities:

- Write and maintain internal support runbooks and knowledge articles.
- Document known issues, fixes, and workarounds.
- Keep configuration and system documentation up to date.
- Contribute to onboarding guides and FAQs.

6. Deployment & Change Support

Accountability:

Support smooth and error-free deployments and application changes.

Responsibilities:

- Assist in staging and production deployments.
- Validate application functionality post-deployment.
- Coordinate rollback processes if needed.
- Work with QA to ensure releases are stable and supportable.

7. Cross-Team Collaboration

Accountability:

Ensure seamless support by working effectively with customer-facing teams, product teams and 3rd parties.

Responsibilities:

- Attend stand-ups or sprint meetings as needed.
- Collaborate on bug fixes and performance improvements.
- Communicate recurring support themes to product managers.
- Align with DevOps on monitoring and infrastructure needs.

8. Compliance and Security

Accountability:

Maintain compliance with security policies and regulatory requirements.

Responsibilities:

- Adhere to data handling and privacy standards.
- Report and respond to potential security incidents.
- Follow access control and change management protocols.
- Participate in compliance audits when required.

Values & Behaviours

- Demonstrate our Society values and behaviours at all times
- Ensure adherence to the Code of Conduct
- Demonstrates a strong sense of accountability for service quality and uptime.
- Communicates clearly across technical and non-technical audiences.
- Values teamwork and actively contributes to cross-functional problem-solving.
- Investigates issues methodically and seeks to understand root causes.
- Shows curiosity in learning new systems, tools, and technologies.
- Follows through on commitments and resolves issues efficiently.
- Listens to feedback and translates it into actionable improvements.

Qualifications, Skills and Experience Required	
Essential	Desirable
<ul style="list-style-type: none"> • Bachelor's degree in Computer Science, Information Technology, Software Engineering, or a related field (or equivalent work experience). • Proficient in documenting technical processes and training end-users. • Strong problem-solving and analytical skills. • Excellent communication skills; ability to work closely with a variety of stakeholders. • Ability to work in a fast-paced environment and manage multiple priorities. • Experience supporting SaaS applications. • Exposure to a range of automation tools. • Working knowledge of ITIL processes and ticketing systems. 	<ul style="list-style-type: none"> • ITIL Service Management qualifications • Understanding of change methodologies (e.g. agile / waterfall)

HR use only			
Date last updated:		Date last evaluated:	