Application Support Analyst

Post Title:	Post Reference:	
Summary of the Role: Reporting to the Application Support Manager, with responsibility for the delivery of applications support and system administration for the Electronic Health Record to Yeovil District Hospital. The Trust has a responsibility to provide a local applications support service and this role is key in delivering that service. Supporting clinical applications in use at Yeovil Hospital working closely with users to troubleshoot, test and resolve issues. The Application Support Team are a second line support function contactable via the IT Service Desk.	**Reports to:** Application Support Manager **(Attach Organisation Chart)**
		Base / Location: Convamore, Digital Transformation Office

Key Responsibilities	Working Relationships & Contacts
- Provide support and system administration on the Electronic Health Record and supported systems to all users - Maintain a good working relationship with a number of key areas such as the IT Service Desk and support, IT Training and Clinical Project Leads - The post holder will work closely with the providers of clinical systems and escalate issues according to the relevant service level agreements - Supporting the implementation of new functionality and changes or upgrades to clinical systems in conjunction with the service providers - Provide input and support to programmes and projects, covering a range of project work including clinical systems implementations - To provide excellent customer service to users, providers and all working relationships - To maintain and develop skills and expertise in our clinical systems - Develop and maintain system documentation and operational support processes - Work with the Application Support Manager using best practice to aid swift resolution of issues, identify route causes, implement preventative measures and work towards continuous service improvement - The post holder will be required to participate in an out-of-hours support service	- Service users - IT Service Desk - IT Training - Clinical Project Leads - Providers of clinical systems

Job Dimensions: (problem solving. decision making, impact, resource management including value, working environment, responsible for staff & equipment)	Performance Measures and KPIs
• Investigate data anomalies, escalating to relevant teams • Able to react and prioritise issues ensuring patient care is kept as the focus • Able to manage your own time whilst working in an environment where support issues can lead to reprioritisation of workload for individuals and for the wider team • The post holder will be required to provide advice and training for staff and colleagues to ensure the correct processes are followed	• System reports

Person Specification: (Please state Essential (E) or Desirable (D))		
Knowledge & Skills: Proven record of being able to identify and analyse issues. (E) Be able to demonstrate highly accurate data input skills (E) Demonstrate excellent customer service skills (E) Ability to maintain confidentiality of personal information (E) Analytical and logical approach to problem solving (E) Be able to demonstrate excellent communication skills both verbal and written to individuals or groups (E) Experience of working with minimum supervision and as part of a team (E) Ability to prioritise duties and meet deadlines (E) Use of Service Desk Tools and Technologies (D) Familiar with NHS Acute hospital patient flow and processes (D) Good knowledge of InterSystems TrakCare (D)	**Experience:** Practical experience of working on and developing clinical systems (E) Providing a customer service function (E) Proven experience of working in an effective team (E) Good knowledge of clinical software applications (E) Supporting corporate level systems and services (E) Working in an office environment (E) Worked in a healthcare environment (E) Experience of working in an NHS Organisation (D) Experience of working within constraints of Service Level Agreements and providers of clinical systems (D) Experience working with InterSystems TrakCare (D) Creation of technical documentation and guides for users (D) Been involved in the implementation of clinical systems (D) Training or mentoring (D)	**Qualifications** Educated to GCSE (or equivalent) standard (E) Relevant qualifications such as customer service etc (D)

	Participated in a 24/7 service such as on call (D)	
Core Behaviours	Self-motivated Continuous Personal and Professional Development	
Leadership Behaviours	Able to lead on difficult issues and work through to resolution	