



**JOB TITLE: IT Application Support Analyst**

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**Reports to: Head of IT (Finance)** [OBJ]

**Grade: PM1**

**Safety Status: Key Safety**

**Date version agreed: 12/12/2024**

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**1. Job Purpose**

Reporting to the Head of IT, this role will provide support for faults or requests that the IT Operations Team are unable to resolve or fulfil to business applications.

Required to maintain the service catalogue and related contracts with business applications and associated suppliers. With a diverse number of applications used across the business, it is vital to keep control of the applications, processes and interfaces which support it, and the secure configuration of services.

Responsible for ongoing application support, administration and management, Managing new requests as the business needs change. Troubleshooting and resolving faults ensuring all resolution techniques are documented within the company knowledge basis. This will include the co-ordination of these issues, where appropriate, with the supplier.

The post holder will be expected to support and contribute to maintaining and enhancing the cyber security of business applications.

This role is also responsible for obtaining value for money from the applications and produce reports for application KPI's.

The role will work with the business application owners to understand, scope, plan and, where required, complete upgrades or feature updates to ensure the services continually improve.

Technically scope application developments or feature improvements and follow the required process to ensure the supplier can meet the customer requirements.

You will liaise with the wider IT team, and at times third party suppliers, for any fault escalations and work with them to improve processes and documentation where required.

You will provide an excellent level of customer service to our users supporting the operating companies' delivery of a safe and punctual railway.

The post holder will **NOT** be required to participate in the IT On-call rota.



## 2. Safety Details

A; This role requires security clearance (for e.g. running of special trains)	NO
B; This role is required to hold relevant Track Safety Competence (PTS)	NO
C; This is a Safety Critical Work Post	NO
D; This is a 'Key Safety Post'	YES
E; Reference to this post is included in the Company Safety Certification documents	NO
F; This role manages employees (undertakes specific tasks indicated in the occupational & operational standards manuals)	NO
G; This role manages locations (undertakes specific tasks indicated in the occupational & operational standards manuals)	NO

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## 3. Dimensions

**A. Financial:** No budget responsibility

**B. Staff:** No staff management responsibility

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## 4. Principal Accountabilities

- Day to day management and support of business applications supported by IT or where the application is used across multiple business functions.
- Efficiently record, investigate, resolve application faults and fulfil requests reported to the IT Service Desk with the aim of resolving within the agreed service level agreements.
- Provide technical and extensive business knowledge of applications.
- To provide ongoing technical maintenance and usage support of business applications to maintain their reliability and business benefits.
- To specify, implement, install, configure and develop new and existing business applications to ensure that the product meets the needs of the function.
- Production of complex configurations, documentation and procedures to streamline processes.
- Provide help and guidance to customers of the application to ensure they can make maximum use of the application.
- Specifying, designing, developing, writing and implementing interfaces between business applications to provide integrated solutions.
- Creating and designing test scripts / plans for the testing of application upgrades and new installations.
- Creation and reviewing test plans for upgrades and new installations.
- Testing of applications and upgrades prior to deployment into the production environment.
- Providing data and usage reports.
- Escalate issues to other IT team members where complex troubleshooting is required.
- Liaise with partners and 3rd party suppliers where necessary to ensure faults or releases are resolved within Service Level Agreements.



- Review knowledgebase articles on a regular basis with internal process owners.
  - Work within the IT change & problem management process to ensure stable and non-disruptive delivery of services.
  - Ensuring all work is undertaken within the scope of IT and organisational policies and IT controls are always complied with.
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## 5. Context

### A: Operating Environment:

Mainly working in the company HQ.

There will be an occasional requirement to visit stations, depots and other company sites.

Flexible working can be accommodated; however, the expectation is that this will be mainly office based in the Birmingham area.

This role will **NOT** be included on the IT On Call Rota.

### B: Framework and Boundaries:

Using the IT Service Management Tool and provide a support service and where required a resolution for business application issues. Using knowledgebase articles and any problem-solving techniques to provide an excellent customer experience to resolve any business application related issues or requests.

Investigating, planning and managing application upgrades or enhancements to meet business requirements.

Attending operating company stations, depots and sites to provide an IT business application support service.

Providing an excellent customer service and experience across the entire network and for all colleagues.

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## 6. Relationships

### A: Reporting lines – Reports to Head of IT

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Report to the Head of IT.

Periodic one-to-ones are carried out to review progress and performance against objectives & Service Level Targets and KPI's.

### B: Other Contacts:

(i) Within the Company:

- Head of IT
  - IT Operations Manager
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- Fellow IT employees
- Business Application Owners
- WMT employees

(ii) Outside the Company:

- Third Party Suppliers
- Other Operating Company IT Teams or users
- Project Teams

## 7. Knowledge and Experience

### Essential

- Educated to degree level or equivalent experience
- Experience in supporting and managing business applications.
- Experience in client / server, Software as a Service or Infrastructure as a Service delivered business applications.
- Significant experience in Managing application development methodologies e.g. Agile, Waterfall, Kanban.
- Experience & knowledge of Microsoft technologies, including cloud-based services such as Microsoft 365.
- Providing excellent customer service.
- Excellent problem solving and troubleshooting skills.
- Excellent interpersonal, organisational and communication skills.
- Good Administration skills
- Ability to work well within a team

### Desirable

- Knowledge of operational railway environment and software applications
- Knowledge & experience of rollout of new applications or application upgrades over geographically wide areas.
- Experience of managing application contracts and services.
- ITIL Foundation qualification.
- UK Driving License

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## 8. Job Challenge(s):

- Diversity of business users / roles, applications and site locations.
- Accurately recording & documenting customer issues and any work completed.
- Multiple standards, procedures and work processes for different grade groups.
- Prioritise workload and react swiftly and efficiently to business-critical related issues.
- Understanding the responsibilities of the Train Operating Company, Network Rail and Third Parties when it comes to providing an IT support service.
- Cyber security awareness and constant change in the threat landscape.
- To be flexible and adaptable to wide variety of IT related tasks that need to be completed.



- Occasionally out of office business hours to complete project work or pre-planned work.

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## Safety & Environmental Safety Responsibility Statement

It is the line manager's responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

### General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midlands Trains employees are set out below, in sections which correspond with the West Midlands Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

#### 1. Policy, Leadership and Resourcing

- a. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
- b. You are responsible for attending the following safety and / or environmental related meetings:  
E.g. Sustainability Action Group, SEMG

List meetings here

None apply

- c. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

#### 2. Employee training

- a. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).



- 3. Planned Inspections**
  - a. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.
- 4. Accident and incident investigation**
  - a. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
  - b. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.
- 5. Emergency planning and Security**
  - a. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
  - b. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the Occupational Standards Manual.
- 6. Rules Competencies, Permits and Licences**
  - a. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
  - b. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
  - c. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.
- 7. Communications**
  - a. You must ensure that you attend regular briefings which cover safety and environmental issues.
  - b. You must attend any local job induction training session on your first day at a new location.
- 8. Auditing and safety Check**
  - a. You must ensure that substandard conditions found by you in workplaces are reported to the appropriate line manager or Control without delay.
  - b. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.
- 9. Promotion of Environment & Safety Issues**
  - a. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.



#### 10. Health Controls

- a. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
- b. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
- c. You must understand and comply with the standard for Control of Asbestos.
- d. You must understand and comply with company standards for management of cases of occupational ill health.
- e. You must understand and comply with the standard for Staff Care and Support System (SCASS).

#### 11. Personal Protective Equipment (PPE)

- a. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
- b. You will be issued with PPE on a personal basis.

#### 12. Purchasing, Procurement and Management of Contractors

- a. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
- b. You must understand and comply with the company standard for managing contractors.

#### 13. Environment

- a. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

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**Specific Responsibilities**

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the safety management system.

**Safety Responsibility Statement Acceptance**

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

Signed:		Job title:	
Name:		Location:	
Date:			

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

Signed:		Job title:	
Name:		Location:	
Date:			

Date Due:

Date Reviewed:

Post Holder Signature:

Line Manager Signature:

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