Job description

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| Post Details | Please insert the post details |
| Job title: | Business Application Support Analyst |
| Department / Location: | Group IT / Abellio UK Glasgow |
| **Reports to:** | UK IT Operations Manager |
| **Main purpose job:** | Administrative responsibility for Office 365 Suite of Applications to include SharePoint Online and other business applications to extend support capabilities for the Customer Experience, Finance and HR departments as required enabling Abellio Group to expand further into UK transportation market. Working with 3rd -party outsourced IT business partners to measure performance and deliver consistent improvement. |

1. Dimensions of role

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| Post dimensions | Insert dimension of role |
| Financial/budget accountabilities: | N/A |
| Staff responsibilities: | No Direct Reports but will be working closely with Service Delivery Manager and Application Support Teams within other Abellio Operating Companies |
| Any other statistical data: | Support of circa 400 IT users across 4 Sites to include London, Glasgow, and Utrecht (Holland).  Abellio subsidiary companies across the UK total circa 15000 employees within which are opportunities to collaborate, innovate, and develop virtual centres of excellence. |

1. Key accountabilities/responsibilities

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| Number | Insert description for each of the general and role specific accountabilities and responsibilities required to be undertaken by the role, list any specific tasks/activities required to be undertaken. |
| **30%** | Application Support – An Office 365/SharePoint guru who can also turn their hand to other business applications within the Customer Experience, Procurement, Finance, and HR departments. Champion a cloud first and mobile approach to help the team deliver a customer focussed service leveraging ITIL best practice and processes to include change, asset, security, identity and knowledge management.  Maintaining a busy site collection to implement best practice in updating or removing old sites as required. |
| **20%** | Support Abellio’s email systems (Exchange Online & Mimecast) by working within a Virtual Centre of Excellence team environment that includes administrators from other Operating Companies within the Group. Business as Usual will include monitoring false positive spam and releasing as necessary, reporting, and ad hoc projects. |
| **20%** | Capacity Management - Builds and maintain relationships with Business Service Owners to develop a clear understanding of business requirements and challenges. Ensure cost-effective delivery of IT services to meet those needs, and is able to respond with agility to changing business priorities. |
| **20%** | Working within a growing operations team to prioritise workload and ensure tickets are closed within SLA. |
| **10%** | Understands how to leverage technology to improve inefficient processes and can rolls sleeves up to make change happen. Provide additional general support (conference calls) to Executive team with the Head Office on ad-hoc basis. |

1. Contact with others

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| Post Details |  |
| Purpose, nature: | Group Business Service Owners across all locations, Application support teams from Rail and Bus Operating Companies (OpCos), IT Managed Service Suppliers. |
| Frequency: | Daily with Users and least monthly with Managed Services Provider. |
| Means of contact: | Phone, Skype for Business, face to face, very occasional travel |

1. Key behavioural indicators

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| Abellio common behaviours |  |
| Genuine: | Interactions with all Abellio Group staff, as well as Rail and Bus Operating companies, characterised by a personable, open, empathetic and challenging style |
| Professional: | Takes ownership of initiatives and relishes personal accountability. Demonstrates a high degree of professionalism, delivering on promises. Capable of applying effective focus and prioritisation to deliver responsively to stakeholder requirements |
| Proactive: | Demonstrates role model leadership aligned to Abellio values and behaviours. Promotes continuous improvement and organisation learning environment, learning from mistakes in the absence of blame |
| Inclusive: | Utilises effective stakeholder management and engagement practices. Challenges silo thinking and encourages effective networking across the wider Group and stakeholder environment. Promotes a functional Technology Design community of expertise across the Abellio Group, identifying opportunities for inter OpCo collaboration and best practice exchange. |

Person specification

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| **Person Specification** | **Essential** | **Desirable** |
| **Attainments:** education, qualifications & training requirements | Graduate in an IT related discipline  SharePoint Experience with support in Workflow Development  Desire to stay on top of new features as they are released within O365. | * MCSA Office 365 * MCSE * Power BI |
| **Abilities:** skills & aptitudes required | Problem solving: Able to quickly interpret requirements and issues and identify effective solutions;  Fluency in English |  |

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| **General intelligence:** experience & knowledge capabilities | * 2+ years working in a SME environment. * Working knowledge of ITIL and ITSM standards. * Focus on tactical challenges while looking for opportunities to improve inefficient processes through technology. | * Transport/Logistics sector experience. |
| **Personal circumstances/wellbeing requirements:** e.g. travel, flexibility, health | * Strong customer experience orientation, with a pragmatic approach * Occasional UK travel * An empathetic self-starter, with the ability to operate within a busy HQ and Call Centre environment. |  |

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| **Job Holders Comments** | **Line Managers Comments** |
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| **Job holder’s signature and date:** | **Line manager’s signature and date:** |