

SUCCESS PROFILE – Application Support Analyst

ABOUT US

Workhorse is a cloud-based application platform for small businesses. It allows us to deliver a wide variety of operations and office management applications to industries as varied as recruitment, events, marketing and manufacturing.

We have a growing customer base and have recently secured additional funding to further develop the Workhorse architecture and accelerate our growth.

ABOUT THE ROLE

We are looking for a dynamic Application Support Analyst to join our small team at the start of a very exciting journey. It will be hard work but the reward will be in having a key role in a high growth, start-up business. You will be involved in ensuring our clients understand and operate their systems correctly and in testing any changes to the system.

This is a permanent, full time role. We have an office in Horsham and there will be some flexibility to work from home.

You will be part of the Client Delivery team, initially working alongside the other team members to understand how our Client Onboarding and Client Support functions run. In addition, you will learn how to manage, translate, define and test client requests. When you are fully embedded in the role, you will be expected to work on these tasks independently and liaise directly with our customers. As a business we pride ourselves on the strong relationships we have built with all our customers and as a result we are delighted to be able to retain our strong customer base.

This 'Success Profile' defines key elements of what a Business Analyst looks like at their very best.

KEY TASKS – <i>The Tactics</i>	EXPECTED RESULTS
High-Speed Learning	<ul style="list-style-type: none">▪ Willing and motivated to learn new applications and processes and apply these to the Business▪ Learn how to configure the Workhorse application to support those processes▪ A positive approach and a style that is always engaging, focused, innovative and motivated
Support	<ul style="list-style-type: none">▪ Provide application support and resolve problems to the end user's satisfaction▪ Ensure each customer/user is always treated with excellent customer service▪ Monitor and respond quickly and effectively to requests received through the Helpdesk Portal and process them based on our priority system.

	<ul style="list-style-type: none"> ▪ When a change is required or a bug is reported, write tickets for the technical team ▪ Communicate project status including tasks, iterations, and milestones in a timely manner as required
Testing	<ul style="list-style-type: none"> ▪ Test the client configuration ▪ Test technical tickets as part of Onboarding and ongoing Support once the client application has gone live ▪ Test, and configure changes to the Application Templates
Documentation	<ul style="list-style-type: none"> ▪ Design and write product documentation and specific client help text ▪ Write test documentation ▪ Develop a knowledge-base for both customers and internal support ▪ Develop processes and documentation for the configuration and support of Workhorse implementations

ABOUT YOU



1. 'Who I am' (personal characteristics)

These competencies define the behaviours, knowledge and motivations that are related to success within the role of Application Support Analyst.

Driven By Achieving Results <ul style="list-style-type: none"> • Ability to meet challenging targets in high-pressure situations • Seeks challenging performance opportunities 	High-Speed Learning <ul style="list-style-type: none"> • Has a thirst for learning – is constantly learning and seeking ways to improve • Quickly applies learning to achieve results
Self-Awareness <ul style="list-style-type: none"> • Is clear on others' expectations of them • Understands the impact their behaviour has on others • Challenges their own ability • Modest • seeks feedback from others 	Passion / Tenacity / Resilience <ul style="list-style-type: none"> • A high work ethic • Endeavours to overcome obstacles and setbacks • Ability to achieve difficult results through hard work, perseverance and high energy • A "can do" attitude with strong concept of the "team"
Trust & Integrity <ul style="list-style-type: none"> • Honest and trustworthy • Confidential • Doesn't misrepresent themselves for personal gain • Builds empathy • Operates with integrity • Ability to foster mutual trust and respect as a key component of creating honest conversations 	Adaptability <ul style="list-style-type: none"> • Sees others' views and tailors behaviour and messages appropriately
Manages the Work <ul style="list-style-type: none"> • Ability to multi-task with proven time management, prioritising and organisational skills • Makes preparations so that own and others' work can be achieved effectively • Leverages resources to complete work efficiently 	Building & Maintaining Relationships <ul style="list-style-type: none"> • Relates well to all kinds of people • Builds rapport well • Uses diplomacy and tact when needed • Has the patience to listen to others • Remains open to ideas • Supports others

2. 'What I Know' (knowledge)

Our Application Support Analyst will need to have:

- Demonstrable examples of ways in which they have sought knowledge growth and applied new learning and skills by seeking and using feedback
- A good understanding of the tools and techniques to prioritise tasks and effectively manage their time and workload
- Strong customer service and analytical skills and have a clear approach to troubleshooting problems
- Strong written skills
- Up to date knowledge of technology including computers and software programmes to an expert level (Microsoft office)

3. 'What I Have Done' (experience)

Experience in a support and testing environment will be helpful but not essential:

Desirable

- Experience in supporting and prioritising different client needs
- Writing technical documentation (test plans, knowledge articles, technical documentation) and user manuals.
- Capable of testing changes and new enhancements on a software application