

**Job Title:**

IT Application Support Analyst

Reporting to:

IT Operations Manager

Responsible for:**Purpose of the Role**

Provide 2nd line IT Support and project technical resource to internal business users and external clients in relation to ILG's core business systems, including Carrier Management and Warehouse Management systems.

Key Relationships:

- Internal business users across ILG
- External clients
- IT Operations Manager
- IT colleagues
- 3rd party IT service providers

Key Responsibilities

- Internal (ILG) and external (client facing) 2nd line IT Application support
- System administration, maintenance and configuration for deployed business-facing applications including Warehouse Management Systems (SNAPfulfil, 3EX.Net) and Carrier Management Systems (Netcourier)
- Support projects as an assigned technical resource, including new business onboarding, client migrations and platform upgrades
- Hands-on investigation and completion of assigned Service Requests, Incidents, Problems and Change requests within agreed service level targets
- Participation in QA and test execution activities as required
- Provide both remote and on-site support to end users
- Provide solutions and/or workarounds to incidents and problems
- Proactive work to ensure applications run optimally and are compliant with defined policies and controls

Performance Standards

- Timely resolution of Service Requests, Incidents, Problems and Change requests in line with agreed SLAs
- High quality system administration, maintenance and configuration of business applications
- Effective support and contribution to project delivery (e.g. onboarding, migrations, upgrades)
- Strong stakeholder satisfaction across internal users and external clients
- Compliance with defined policies, controls and IT standards
- Accurate and effective participation in QA and testing activities
- Clear and timely escalation of support issues where required
- Maintenance of strong working relationships with stakeholders and third-party providers

Skills & Experience Required

- Advanced IT support and problem-solving experience across a range of technologies and solutions
- IT Service Management experience, including familiarity with Service Requests, Incidents, Change and Problem management procedures
- Experience using IT Service Management ticketing solutions to manage and coordinate workload
- Hands-on experience in the administration and configuration management of Warehouse Management Systems and/or Carrier Management Systems (desirable)
- Good knowledge of business processes within the 3PL / Logistics sector (desirable)
- SQL experience (desirable)
- ITIL foundation certification (desirable)
- Proven ability to manage own workload to meet agreed deadlines

Personal Characteristics

- Excellent communication skills
- Excellent problem-solving skills
- Comfortable working in high pressure situations
- Teamwork and collaboration skills
- Customer-focused, can-do attitude
- Ability to build and maintain good working relationships with stakeholders and third parties
- Willingness and ability to travel to ILG sites in line with business needs and home-working policy