

Role Profile			
Job Title	Applications Analyst ServiceNow		
Section		Department	
Reports to (Job Title)	Team Lead Applications		
Suitable for Job Share (Y/N)	N	If no, state reason	Key Role
Location	Plymouth/Remote working	Shift Pattern	NO

Job Purpose	<p>The Application Analyst for ServiceNow will have the responsibility and ability to undertake day to day administration activities within the ITSM platform whilst ensuring best practice. Provide technical knowledge, expertise and skills to understand, analyse and lead on complex Service Now issues</p>
Key Competencies and Outputs	<p>Works independently in solving technical issues or identifying technical solutions, while providing excellent face to face customer service.</p> <p>Follows Delt procedures and processes, being accountable for delivery of assigned tasks to the highest quality. Ensures all work adheres to the appropriate end to end controls before transition into production.</p> <p>Has responsibility to work directly with Delt's customers (at times at their location) to resolve business problems and recommendation of solutions that would align to the ServiceNow platform.</p> <p>Leads the development and coordination of innovative application solutions, encompassing application, data and technology architectures, in order to meet business needs. Consider the interrelations of these application solutions with the wider Delt IT estate</p> <p>Through collaborative working, ensures the application technical design of solutions and changes is aligned to Delt's strategies and architectural principles</p> <p>Ensures application changes follow governance processes and receive timely endorsement by the necessary bodies, including adherence to software contract agreements</p> <p>Works collaboratively and within multidisciplinary teams to understand user requirements (Business and Systems Analysis), enhance or develop application and interface solutions that are fit-for-purpose.</p> <p>Ensures that technical risks are considered, accepted and mitigated where possible, throughout application upgrades and development or problem solving.</p>

	<p>Accurately produces the definition, development and documentation of solutions or problem solving (including software and data) such as Statements of Works and Service Designs.</p> <p>When required, project manages their work and escalate with external suppliers and partners, ensuring that Delt benefits from their expertise and support</p> <p>Maintains an awareness of government and IT industry developments to maintain an up to date appreciation of the sector and industry</p> <p>An ability to work under pressure and within deadlines, while maintaining operational availability</p> <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed</p>
<p>Experience, Knowledge, Skills and Qualifications</p>	<p>Holds an IT related degree or has the equivalent level of experience</p> <p>Additional training and experience with the following;</p> <ul style="list-style-type: none"> • ServiceNow fundamental training • ITIL Foundation Certificate • CMDB depth of knowledge, • ServicePortal customisation (widgets). • Understanding of ServiceNow licencing models. • Experience of platforms and technologies (especially software) appropriate to Delt's current architectures, including Microsoft, Oracle, VMware, SaaS and Cloud in general • Web technologies (HTML, JavaScript, CSS, PHP, JSON, XML, IIS, Apache) <p>A technical understanding of:</p> <ul style="list-style-type: none"> • SDLX methodologies, in particular Agile • Reporting tools such as Business Objects and Crystal Reports • Root Problem Cause Analysis • Content Management Systems
<p>Corporate Standards</p>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>