

JOB DESCRIPTION

JOB TITLE	Application Support Analyst
DEPARTMENT/SECTION	Digital Learning
LINE MANAGER	Head of Digital Learning

SAFEGUARDING:

Forest School is committed to safeguarding and promoting the welfare of children.

The postholder will be required to;

- Complete an Enhanced Disclosure and Barring Check (DBS).
- Complete Child Protection Training.
- Promote and safeguard the welfare of all children and young persons they are responsible for, or with whom they come into contact.

JOB SUMMARY:

The Application Support Analyst provides technical support, training support, and user and application administration support across the school for its collaboration, content and Digital Learning systems. The Microsoft365 applications suite including Teams, SharePoint and the Office suite are core applications, providing the school's intranet, Teams for all classes and departments, and electronic communications. A range of other applications provide specialised digital and online learning for pupils and staff, as well as digital media hosting and sharing. The Microsoft collaboration suite also integrates with the school's operational systems to automate aspects of school administration.

The Application Support Analyst works closely with colleagues in the information services and participates actively in assuring that collaboration, content and learning applications are available for use by the people who need them, that technical and user problems are promptly identified and resolved, that users are adequately and proactively informed and prepared for changes in applications or the way they need to work, and that their training and development needs are considered and met, or advised.

In response to user requirements, own observation of common problems, or requirements from the Head of Digital Learning, the Application Support Analyst develops or identifies training and support options using video, articles, and in-person or online training, as needed.

The Application Support Analyst administers the school's collaboration, content and digital learning applications under guidance of the Head of Digital Learning, to assure availability to users, appropriate security, compliance with Data Protection and other regulations, and to integrate effectively with other operational systems in the school.

KEY DUTIES AND RESPONSIBILITIES:

Technical Support

- Provide effective first-level support for existing onsite and online applications;
- Provide technical advice and guidance within agreed service levels;
- Respond to technical or user incidents, work with colleagues and suppliers to investigate the issues, resolve problems, provide and clearly communicate solutions to users;

Training and development

- Develop knowledge-base articles and videos to support users and address common requests and issues;
- Provide regular support and awareness to designated representatives from school departments, in the use of applications, and the management of their content, in line with school developments, standards and policies.
- Identify, advise and coordinate training and development interventions for staff, including online learning options.

Systems Administration

- Create, Administer and archive/delete Microsoft Teams and SharePoint sites and permissions in line with school policies, security and data protection requirements, as determined by the Head of Digital Learning and the Information Director.
- Set up and administer user access and other controls for Digital Learning and other content management applications.
- Work with colleagues to integrate and assure continuous, successful operation of data integrations between the school's operational systems, and the Microsoft and Digital Learning applications.
- Provide usage and other reports for the applications, as required.

Applications development

- Work with colleagues across the information services when new applications, services or changes are planned and introduced, considering training and communication, and data integration needs from and to the content, collaboration and eLearning applications.
- Analyse the use of information and content in applications, identifying trends and patterns, and communicate to colleagues to ensure that application support is part of a process of continual improvement;
- Monitor supplier roadmaps and developments for changes that can impact on the school, for inclusion in information services plans.
- Develop and support Microsoft automation and integration projects.

ADDITIONAL RESPONSIBILITIES:

- Assist the wider information services teams as and when appropriate.
- Provide support as requested at agreed after-hours events where technical support or administration may be required.
- Any other duties as reasonably requested by your line manager.

TERMS OF EMPLOYMENT:

- Term Time Monday – Friday, Work Hours: 8:00am to 4:30pm
- School holiday Monday – Friday, Hours of Work: 08:00am – 15:30pm
- 30 days annual leave

FOREST SCHOOL'S POLICY AND PROCEDURE

The postholder is required to actively follow and abide by all Forest School policies and procedures including Equal Opportunities, Safer Recruitment and Child Protection, and will maintain an awareness and observation of Fire and Health & Safety Regulations

If during the course of time the duties and responsibilities should change, the job description will be reviewed and amended in consultation with the postholder.

The postholder will carry out any other duties as are within the scope, spirit and purpose of this job description as requested by the relevant Line Manager.

Signed in Agreement:	
Full Names:	
Date Signed:	