Application Support Analyst

Company: Commercial Services Group

Location: United Kingdom

Category: office-and-administrative-support

Commercial Services Group is recruiting for an Application Support Analyst on behalf of Cantium Business Solutions, which is part of Commercial Services Group.

Salary: £24,500 per annum

Brand: Cantium Business Solutions

Location: Kings Hill (Hybrid)

The Role

Are you looking for your next IT Support opportunity? Do you have an interest or experience in Application Support? If so, we may have a great opportunity for you!

The Local Authority Applications Team supports and maintains 3rd party applications used by key KCC directorates to deliver essential services to citizens in Kent. This includes but is not limited to the critical applications used by the Children's, Young People and Education and Adult Social Care services.

Cantium are recruiting an Application Support Analyst to support our Local Authority Applications, if you have experience supporting LAS, Synergy, Core+ or Mosaic then we'd love to hear from you!

This role would suit someone who's a great problem solver who enjoys working with applications, you will receive training on the applications you are supporting and then be tasked with helping the end users resolve the issues they are facing.

This is a hybrid working role, 2 days a week in our Kings Hill office, 3 days per

week at home!

What Cantium can offer you:

Minimum of 33 days holiday (inc. bank holidays)

Generous contributory pension scheme.

People focused culture with great communication and development opportunities.

A wide range of workplace wellbeing services.

Electric Car Scheme.

Employee shopping discount scheme.

Key Duties

Team Mailbox duties - Monitor team mailbox and process emails in accordance with the Inbox procedure documentation in a timely manner

Investigating and Resolving Issues investigating reported application problems. Diagnose/troubleshooting, and if required escalate to 3rd party suppliers or KCC Contacts

Customer Service and Communication - Excellent customer service skills with the ability to identify root cause of customer issues, ensuring that they are appropriately informed of progress and throughout the resolution process via the ServiceNow ticket. -Maintain effective communication with users, working closely with third-party suppliers and internal contacts as needed

Ticket Management - Manage ServiceNow queues, keeping tickets updated with the latest actions taken and ensure that they are closed within agreed Service Level Agreements (SLAs) in line with GDPR guidelines guaranteeing data privacy and compliance

Continuous Improvement - Contribute to knowledge transfer within the team - Documenting processes to ensure that best practices are followed, and knowledge is shared effectively, while facilitating continuous service improvement

What we need from you

Competent IT literacy related to Microsoft Office applications.

Excellent communication skills, customer support abilities, and strong organisational and interpersonal skills.

Previous experience supporting or using LAS, LCS, EHM, Synergy, Core+ or Mosaic would be advantageous, but training will be provided.

Familiarity of applications which enable selective access to information held within a database or data warehouse could be useful, but not essential to this role

About Cantium Business Solutions

Cantium Business Solutions is a back-office services provider established by Kent County Council. They partner with local government, education and private sectors to understand their business needs and challenges and provide tailored solutions. Their focus on insight and collaboration ensures that they remain connected to these organisations to enhance their key business priorities such as such as IT strategy and architecture, project management and fully managed IT services.

We recognise that work isn't just somewhere you go for a set number of hours. Work is something we do. "Cantium Working" is our vision of the behaviours and attitudes inherent in 'agile' working. As a business we are committed to providing a flexible approach to when, where and how our staff work. Cantium working enables you to work in the way which best balances personal and work life – helping you achieve a great work life balance.

About Commercial Services Group

Commercial Services Group (CSG) is the largest, local authority-owned trading company (LATCO) in the UK, wholly owned by Kent County Council. CSG generates over £800m in revenue per annum and provides services to over 16,000 education and public sector customers globally.

CSG is striving to be recognised as the global leader in Education and Public Sector services, currently operating in 86 countries, with 1,800 staff across 25 trading brands, providing expertise ranging from: HR Services, IT Services, Energy, Education Resources, Procurement and many more.

Apply Now

Cross References and Citations:

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