

## Job Specification

<b>Sector</b>	One Energy
<b>Job Title</b>	Application Support Analyst – MS Applications
<b>Reporting To</b>	Service Delivery Manager
<b>Permanent/Contract</b>	Permanent
<b>Location (On/Off Client Site/Offshore)</b>	Glasgow
<b>Start Date</b>	ASAP
<b>Salary/ Contract Rate</b>	Competitive rates
<b>Job Description Summary (experience, education, skills, environment)</b>	<p>We are looking to recruit experienced Application support engineers to help grow our business within our Energy service delivery practice.</p> <p>This is a tremendous opportunity for the right candidate to join a growing specialist team with an excellent reputation and contribute to its onward growth and expansion.</p> <p>You will come from an L2 / L3 support/operations background and demonstrate a sound technical understanding of some or all of the following MS applications:</p> <ul style="list-style-type: none"><li>• Microsoft Office;</li><li>• Microsoft InfoPath;</li><li>• Microsoft Sharepoint 2010;</li><li>• Microsoft Lync;</li><li>• Microsoft Project 2010;</li><li>• SOLR;</li><li>• Telligent Evolution 2.5;</li><li>• Microsoft Exchange 2010</li><li>• Windows 7 O/S.</li></ul> <p>Our business is highly customer-focused and hence requires excellent verbal and written communication skills – applicants therefore require a track record of engaging successfully with customer contacts. In addition, applicants must be able to communicate effectively and professionally with various levels of management, business users and IT staff.</p> <p>Experience of working within an ISO9001:2008 Quality or ITIL environment would be a definite advantage.</p> <p>You will be a self-starter, highly motivated and capable of showing initiative.</p>

**Skills**  
(Essentials/Desirables)

**Essentials**

**Desirables**

**Technical skills**

- Over 5 years experience with detailed knowledge and experience of supporting some or all of the MS Applications listed;
- Experience providing second and third line support in a service desk environment.

**Technical skills**

- Experience of L2 / L3 technical support in any of the following technologies would be advantageous:
- Livelink 9/10

**Non technical skills**

- Excellent communication and interpersonal skills.
- Excellent telephone manner and customer facing skills.
- Experience working in a highly processed way.
- Ability to work in isolation or as part of a team.
- Self confidence
- Personal management
- Commercial awareness

**Non technical skills**

- Knowledge of Energy, Utilities and Telecoms industry.
- ITIL Foundation qualification.

**Experience**  
(Industry/Hardware/Software)

Candidates should have a level of L2 / L3 technical support experience commensurate with the role.

**Qualifications**

Educated to Degree level or equivalent, in a computing or related discipline.

**Miscellaneous**

A full, clean driving licence may be useful.  
Candidates must be willing to travel and work away from home from time to time if required.  
Candidates must be willing to work a variety of shifts.  
Candidates must be willing to work on a 24\*7 support call-out rota.