

## Application Support Analyst

**Location:** Edinburgh

**Reporting to:** Systems Development Manager

This role is within the Development and Applications team, part of the wider IT function. This team of five is responsible for the implementation, integration, development and maintenance of the Firm's applications to ensure they operate in the most efficient fashion and deliver business value. This role reports to the Systems Development Manager.

- **Application support** – you will be responsible for ensuring the quick resolution of application problems escalated to you via the IT Service Desk. You will work with in-house IT specialists and third party suppliers to resolve reported issues and prevent repetitions. The application landscape is a mix of commercially available off the shelf products (COTS) and in-house built applications, so you will need to be confident working with a wide range of products and relish the challenge of keeping these working at optimum efficiency.
- **Project delivery** – you will have the opportunity to be closely involved in business change and application upgrade projects, and take the lead on small change projects. You will help gather business requirements and shape IT business solutions which support the needs of the Firm. You will deliver resilient, supportable and scalable solutions to enhance the offering to the firm
- **Service development** – you will use your experience to identify opportunities to make best use of functionality which is available in existing software to drive cost and process efficiency, and work with the Service Desk and Training teams to minimise repeat calls.
- **Wider picture** - you will build and implement solutions that fit with existing technologies and solution to ensure consistency in data across the applications estate. This will involve researching new technologies and alternative methods of efficiency increase. You will become an expert in the data and applications used in Legal IT to be able to determine the best approach.

### Main Duties

To maintain and extend the firm's capabilities by developing technical solutions that meet business requirements:

- To provide second line support of firm applications and data;
- To develop new applications and extend existing applications to meet business needs;
- To provide commercially astute advice to legal and non legal teams regarding provision of applications and data;
- To troubleshoot issues with data or applications;
- To be proactive in highlighting areas for improvement in current service provision;

- To be aware of current market trends and developments and research with a view to highlighting future direction of data management and storage;
- To contribute to the delivery of quality IT Service to users in a business critical environment;
- To support and complement the IT and business strategy and maintain the firm brand guidelines;
- To own and resolve user problems in a timely fashion;
- To escalate problems when appropriate, maintaining ownership of the problem on behalf of the end user until resolution;
- To deliver work to a consistent high standard and completion within acceptable timeframe;
- To contribute to the development of procedures and documentation for the IT department;
- To provide face-to-face problem resolution and coaching of staff in IT issues and skills;
- To assist with developments and take responsibility for individual projects as requested by the line manager;
- To gain knowledge and an understanding of how other legal and non-legal teams within the firm operate and utilise IT;
- To champion the cause of the end user within IT;
- To constantly develop and apply knowledge of the environment and other systems in use within the firm;
- To provide cover for other members of the department;
- To provide coaching and induction to IT trainees and students as requested;
- To embrace and champion change;
- To carry out any other reasonable duties as requested by the line manager.

## Requirements

This is a hands-on technical role.

You will need to be able to prioritise your own workload to allow you to meet deadlines, and work with minimum supervision. In some cases you will be the last line of support, so you'll need tenacity, creativity and excellent problem solving skills to get to a resolution. You will be expected to possess a flexible 'can-do attitude' and that you can communicate effectively with the internal IT team, third parties and other business functions.

You will be able to contribute to team discussions on technical approach and direction and assist other team members to deliver an effective solution.

The majority of our applications run on SQL Server databases so you will have extensive experience querying and designing structures using TSQL.

Our infrastructure runs on a Microsoft/VMWare platform so some knowledge of supporting infrastructure technologies (Active Directory, virtual servers, storage and backup etc) is advantageous.

We will be looking for demonstrable skills in as many of the following technologies as possible:

- SQL Server (2014/2016)
- Aderant Expert
- iManage Work
- SSRS
- Intapp Integrate
- Intapp Flow
- Qlikview

Experience in the legal sector is desirable but not essential.

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**These duties reflect the situation at February 2019 and may be subject to reasonable change at a later date.**

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*We will process the information you provide solely for the purpose of evaluating your application for employment. The information will be disclosed to the interview panel (if relevant), your line manager (if appointed), and Human Resources staff members. We may contact any references provided for the purposes of discussing your application, and will ask your permission before doing so.*

*If you provide any information deemed to be "special category" information under the General Data Protection Regulation, we may use this as follows:*

- *We will use information about your disability status to provide appropriate adjustments to the interview process.*
- *We will use any information provided in our diversity monitoring form about your race, colour, nationality, ethnic or national origin, gender identity, gender expression, social mobility background, religious beliefs, sexual orientation, any disability information, age, and marital/civil partnership status to ensure meaningful equal opportunity monitoring and reporting. Any analysis of this data will be done on an anonymous basis.*

*Should your application be unsuccessful, the information provided will be deleted within 1 year of a decision not to progress your application.*

*If you have any further questions about how we process and store your information, or your rights in relation to this, please refer to our GDPR Privacy Notice for Applicants and Work Experience Students (available at [www.shepwedd.com/careers/working-with-us/privacy-notice](http://www.shepwedd.com/careers/working-with-us/privacy-notice))*