

## NHS PROPERTY SERVICES LTD

### Job Description

|                             |                                       |
|-----------------------------|---------------------------------------|
| <b>Job title:</b>           | Application Support Analyst - Horizon |
| <b>Level:</b>               | 2                                     |
| <b>Type of role:</b>        | Permanent                             |
| <b>Base:</b>                | London                                |
| <b>Travel requirements:</b> | If/when required (across England)     |
| <b>Responsible to:</b>      | Application Support Team Leader       |
| <b>Directorate:</b>         | Technology Services & Operations      |
| <b>Job reference:</b>       | TSOPS09b                              |

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

#### Main purpose / scope of the role

In this role you will be responsible for monitoring and application support of the HORIZON platform, and the associated technology stacks across NHS PS business services - Identifying, logging and resolving application and system problem, service requests, business queries, or related incidents that are disrupting the assigned business service adhering to the strict SLA – working collaboratively to timely resolution across a busy Technology Services Application support team, colleagues, key business stakeholders, and 3rd party suppliers.

The role calls for both a strong technical capability and business process acumen, in addition a high level understanding of SaaS within MS Azure.

## **Key Responsibilities**

Core duties and responsibilities include the following. However, other duties may be assigned as needed in this busy Technology Services Application Support Team.

- Provide 'How To' business support services to internal users of Horizon
- Perform HORIZON 'Super user' community support and engagement
- Timely manage and progress user support calls and emails thru the ITSM tool
- Document problems and detail activity/solution for each case
- Communicate clearly the status of issues to internal business users and update the wider Technology Services application support team
- Identify high priority customer issues and escalate as required to the appropriate application support team members, including TS Management and the key business stakeholders
- Work with our business users, 3rd party support partners, other team members, and colleagues to investigate, test and develop solutions and workarounds to resolve client issues/requests
- Implement best practice user access control and permissions within the HORIZON estate
- Assist on an as needed basis with business user customisation of HORIZON
- Implement best practice business related configuration change, full test cycle and the release of configuration change requirements to HORIZON
- Perform in-depth analysis of HORIZON user issues to determine causes and identify solutions
- Develop your personal technical knowledge base on- and off-the-job up to Subject Matter Expert in HORIZON platforms and the associated technologies stack
- Gain an understanding of the underlying business usage, the data, workflows, and processes sufficient to provide best practice advice to internal users in the use of Horizon
- Participate in the identification, requirements gathering and specification of requested larger change and functional enhancements, maintaining a prioritised product backlog through the problem management process or SIP
- Participate in the delivery of changes within an agile development environment in collaboration with TS colleagues, business analysts, 3rd party suppliers and the internal business users
- Timely manage and execute proactive tasks (including development/test) across the HORIZON platform (including Module Management, HORIZON Admin, Housekeeping, Licence reconciliation, MI and Reporting etc.)
- Other duties as assigned

### Person Specification

|                       | Essential   | Desirable  |
|-----------------------|---|--|
| <b>Qualifications</b> | <ul style="list-style-type: none"> <li>• ITIL v3 foundation</li> <li>• Computing related qualifications</li> </ul>  | <ul style="list-style-type: none"> <li>• ITIL Service Lifecycle (Service Operations) or in addition any of the intermediate ITIL Service Lifecycle modules</li> </ul>  |
| <b>Knowledge</b>      | <ul style="list-style-type: none"> <li>• MS Horizon</li> </ul>  | <ul style="list-style-type: none"> <li>• Scribe</li> <li>• Exposure to MS Dynamics CRM</li> <li>• Exposure to MS SharePoint</li> <li>• Exposure to ZetaDocs / JetReports</li> <li>• MS Azure (private and public cloud)</li> <li>• Exposure to Tramps or Yardie</li> </ul> |
| <b>Experience</b>     | <ul style="list-style-type: none"> <li>• Significant demonstrable experience working in L2 Application Support</li> <li>• Experience of MS HORIZON</li> <li>• Recording and solving application support issues from users, prioritising requests, implementing, and communicating timely solutions</li> <li>• Trouble-shooting and undertaking detailed root-cause analysis</li> <li>• Managing requests/issues with 3rd Party suppliers to resolution</li> </ul>   | <ul style="list-style-type: none"> <li>• Worked at a Commercial/Residential Real Estate Service Provider/Managing Agent or Property Management/Investment organisation</li> <li>• Property Management/Real Estate business processes</li> </ul>                            |
| <b>Skills</b>         | <ul style="list-style-type: none"> <li>• Analytical thinking acquiring understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts</li> <li>• Attention to detail applying quality standards to all tasks undertaken and ensuring that nothing is overlooked</li> <li>• Ability to work with business stakeholders and 3rd party suppliers to resolve issues</li> <li>• Ability to prioritise work load and manage expectations under pressure</li> </ul> |  |

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|                                     | <ul style="list-style-type: none"><li>• Excellent communication skills at all levels</li><li>• High level of Customer focus</li></ul>  |  |
| <b>Personal qualities/abilities</b> | <ul style="list-style-type: none"><li>• Interpersonal and leadership skills - collaboration, facilitation, and negotiation skills</li><li>• Emotional intelligence - self-awareness, confidence, ability to manage conflict, empathise</li></ul> |  |