Senior IT System Analyst

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| Job title: | Senior IT System Analyst (Power Apps) |
| Department: | IT |
| Location: | Remote |
| Reporting to:  (job title only) | Clinical Systems Manager |
| Direct reports:  (job title only) |  |
| Accountable to:  (where applicable) |  |
| Responsible to:  (where applicable) |  |
| Job purpose: | As Senior IT System Analyst: you will be another key team member of the VHG IT team working primarily on various clinical systems. This role will have a heavy involvement in RPA and Power Apps. |
| Role and Responsibilities: | * You will lead on specific IT projects/support and will also be ready to be hands on to offer configuration (1st/2nd line support) on key IT applications for corporate team and mainly focusing on Power apps and various CRMs. * Work on IT projects, leading on analysis, configuration, change, test and on application/hardware projects as needed, as apt leading on smaller manageable projects to deliver change. * Be a visible team lead, in a matrix management setting offer hands-on configuration support across a key IT application(s), including AD, telephony, CRM and IT reporting tools. * Teamwork with IT Management to offer relevant support on other operation and projects. Review the application catalogue and offer support as needed in audit readiness. * Liaise with our IT support partners to assist/own with support tickets following defined support processes. * Teamwork with the IT Team leads junior colleagues and Head of IT to offer other day to day support to enable/underpin business operation as needed/escalated or delegated to. * Teamwork with IT leads / Management to ensure smooth running of all BAU procedures, and supporting on out of hours change windows.   **Equality Diversity & Inclusion (EDI)**   * We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders. * Be aware of the impact of your behaviour on others. * Ensure that others are treated with fairness, dignity, and respect. * Maintain and develop your knowledge about what EDI is and why it is important. * Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians. * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice. * Be prepared to speak up for others if you witness bias, discrimination, or prejudice. |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| **Experience** | * Minimum 1 year experience in RPA and Power apps experience * Microsoft Certified: Power Platform Fundamentals * Strong Office 365skills * CRM administration and change planning/control. * Experience delivering IT support /operations or project change, in a hands-on role, capturing and delivering on business needs with internal and external suppliers. * Proven ability to offer functional advice on how to use key business applications * Proven knowledge of problem-solving working in an operational support environment, triaging tickets and working to resolve problems to reduce further incidents. * The ability to own and be accountable to deliver IT service or projects change from requirements to operations. * An awareness of and commitment to supporting and facilitating diversity and inclusion | * Working experience in an ITIL problem, change and incident management function or environment. * Experience in an applied Application Support role as team lead or specialist |
| **Skills/knowledge** | * Ability to prioritise & organise own work in a busy environment      * Strong Office 365skills (or willingness to learn) | * Speaks another language * It Support Desk * Office 365 Admin |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Good general interest in IT * Attention to detail      * Good interpersonal skills & telephone manner |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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