

Job Title Application Support Analyst

Reports to Job Title Senior Systems Analyst

Overview

- To provide expert support and maintenance for key business applications used across the housing association, ensuring systems are reliable, secure, and meet the needs of staff and customers. The role supports digital transformation initiatives and contributes to improving service delivery, customer engagement, and operational efficiency.
- You will be based at our head office in Portishead, with agile working.

Key responsibilities

- Provide 1st and 2nd line support for housing management systems (e.g., Total, Civica, DRS), CRM platforms, and other business-critical applications.
- Act as a liaison between IT, software vendors, and internal departments such as Housing Management, Repairs, Finance, and Customer Services.
- Monitor application performance and resolve incidents, service requests, and system errors in line with SLAs.
- Maintain accurate documentation including system configurations, support procedures, and user guides.
- Assist in data quality checks, reporting, testing and compliance with regulatory requirements (e.g., GDPR, Housing Ombudsman standards).
- Contribute to digital inclusion and self-service initiatives by supporting customer-facing platforms and portals.

Key Skills and Knowledge

- Knowledge of SQL and Relationship Databases
- Experience creating and amending SSRS reports
- Experience supporting business applications in a housing, public sector, or not-for-profit environment.
- Experience of working within a customer focused environment
- Ability to manage your own time and meet objectives as required by the business
- Strong understanding of housing management processes (e.g., rent collection, repairs, tenancy management).
- Good level of problem-solving abilities applying appropriate tools and techniques
- Familiarity with ITIL-based service management.
- Experience of Service Desk Software, procedures or ticketing system

It would be great if you also had:

- Experience with housing-specific systems (e.g., Civica CX, Total Repairs, Total Mobile, DRS).
- Knowledge of Microsoft 365, or low-code platforms (e.g., Power Apps).
- Knowledge or experience of working within Agile or Prince Frameworks
- Knowledge of VB Scripts and the creation and maintenances of scheduled tasks
- Strong verbal, written communication, presentation, and interpersonal skills and can communicate necessary technical information to non-technical staff
- Evidence of continuing professional development
- Genuine empathy with the purpose of housing associations and care providers and their customers
- Able to identify opportunities and solutions to risks
- Able to work confidently and collaboratively with colleagues with energy and enthusiasm

Your manager will agree specific objectives with you, and your performance against those objectives will be reviewed on a regular basis.

Ambitious for all | Genuine | Awake | Make the difference | Effective

Signature:

Date: