



# BUSINESS SOLUTIONS ADVISOR

## Job description

Reporting to:	IT Faculty Manager	Department:	IT
Location:	Gatwick	Direct reports:	XXXX

### Overall job purpose

To be primarily responsible for assisting with the 2<sup>nd</sup> and 3<sup>rd</sup> line support of applications for RSM. Be responsible for the ongoing maintenance and management of all third party applications.

### Responsibilities

- Responsible for maintenance and support of all third party national applications, including databases and servers relating to these applications.
- Provide daily monitoring and control of all applications.
- Complex troubleshooting for business critical software and working closely in coordination with suppliers to resolve user and application issues.
- Working in small teams on a variety of projects, overseeing projects from beginning to end for both applications and databases.
- Responsible for producing essential formal documentation.
- Responsible for testing and deploying updates to third party software.
- Responsible for testing and deploying new third party software.
- Approach to improving software to work more efficiently for the business.
- Maintenance of the help desk. Ensuring high priority issues are resolved in a timely manner.
- Assisting with offices moves and mergers.
- Support of corporate telephone system.
- Mentoring junior colleagues.



## Personal and professional qualities

The role requires:

- Stakeholder relationship management.
- Strong analytical and troubleshooting skills.
- Excellent communication skills. Being able to communicate and interact with staff at all levels.
- Excels working in a high-pressured environment.
- Ability to prioritise tasks.
- Self-management of workload.
- Ability to work well individually and as part of a team.
- Good working knowledge of SQL and database management.
- Knowledge of server maintenance.
- Technical mind-set.
- Thoroughness and attention to detail.
- Beneficial to have experience of packaging software for deployment through Microsoft System Centre Configuration Manager (SCCM).
- Beneficial to have experience with IIS, Powershell and Microsoft operating systems.

## Key Performance Measures

- Helpdesk and support tasks completed in a timely manner and to a quality level, which is to the satisfaction of end users.
- Successful testing and deployment of updates to software.
- Successful testing and implementation of new software.
- Procedures put in place to make the running of applications more efficient.
- Building and maintaining relationships with senior staff throughout the firm.

**Note: This job description reflects the present requirements of the role. As duties and responsibilities change, the job description will be reviewed and will be subject to amendment in consultation with the individual.**