# Application Analyst

**MARIE STOPES INTERNATIONAL**
*PROVIDING CHOICES IN REPRODUCTIVE HEALTHCARE*

## Job Framework

| Job Title | Business Application Support | Cost Centre | 62122 |
|---|---|---|---|
| Location | Bristol or other | No. of Direct Reports | n/a |
| Reporting to | Technical Architect GIS | Budget Responsibilities (Y/N) | N |

### Who we are

MSI Reproductive Choices UK is a global organisation providing personalised contraception and safe abortion services to women and girls. Our local teams of professionals are passionate about the work they do in communities across 37 countries. The services we provide give a woman the power to choose when she has children so that she 's free to pursue her plans and dreams for herself and her family.

The primary responsibility of this role is to further MSI's Goal: The prevention of unwanted births and its mission of ensuring an individual 's right to: children by choice, not chance.

### The Function

The Global Information Services (GIS) team provides digital solutions and operations across 37 countries. We have 40+ team members based in London and Bristol, with smaller IT teams in many of the countries in which we operate. Our role spans from the provision of new global digital solutions, to the ongoing maintenance and support of applications and infrastructure.

### The Role

The Business Application Support role (Operations & Clinical Solutions) will support aspects of the current and in development Electronic Patient Record (EPR) solutions with an emphasis on reporting (known within the business as CRS and Maxims respectively). The Primary focus of the role will be on the new system that is currently being developed.

Our solutions are used across all 60+ MSI UK sites, to ensure that the application is supported and available within SLAs.

The role will support any development work around the EPR and supporting external services (like reporting) to meet changing business requirements and demands.

The role will work in collaboration with the Data and Digital Transformation teams, GIS and the relevant project teams, supporting their work and assisting under their direction.

The role will facilitate configuration, reporting and other dev duties in and around the EPR solutions and supporting products, helping to ensure the new solution is rolled out within the project time deliverable.

This role will work with and respond to both current project work and BAU support / requests as and when required.

The role will provide exposure to many different technical areas and provide opportunities to get involved in a multitude of functions across the business.

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## Key Responsibilities

- Reporting – Creation, maintenance and support within business SLA's

- Supporting business teams in User Acceptance Testing (UAT) and responding to support needs

- Creation and maintenance of a software knowledge base to aid support and issue resolution

- Configuration of security parameters and undertaking of audits as required

- Contribution to the development of standards, processes and procedures

- Develop skills in other key systems to gain the expertise to be able support the wider team

- Conduct QA testing to software updates/bug fixes/enhancements as required

- Carry out proactive tasks such as software upgrades, patch applications and preventative maintenance

- Attend meetings with key business stakeholders, users or partners when required

- Escalating major incidents and providing regular communications as appropriate to senior team members and stakeholders

- Some weekend and out of hours work may be required.

## Skills and Experience

- Experience in report writing from a SQL database

- Microsoft SQL – Integration, Reporting and T-SQL language skills / HQL (optional)

- Experience of Microsoft PowerBI (nice to have)

- Working knowledge with FastReport or Crystal Reports (nice to have)

- Working knowledge of XML (desirable)

- Experience of Microsoft SQL as a Service (nice to have)

- Exposure to ASP.NET (C#, C++ and Visual Basic)

- Experience using IMS MAXIMS (desirable)

- Experience in IP and contact centre telephony solutions (Genesys) (desirable)

- Experience of training and supporting end users (desirable)

- English speaking (essential)

## Qualifications and Training

- Professional IT qualification (desirable)

- ITIL certification (desirable)

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| Personal Attributes |
| --- |
| <ul><li>Pro-choice, support and adhere to MSI vision and goals</li><li>Dynamic, creative individual with the ability to show initiative</li><li>Team player, providing support and encouragement</li><li>Organised and process oriented, with an attention to detail and able to prioritise workload</li><li>Customer focused, responsive to changing priorities and demands</li><li>Strong communication skills and a team player</li><li>Ability to explain technical concepts to business users</li><li>Ability to analyse complex problems in a structured manner whilst working under pressure</li><li>Focused on delivery with a 'can do' approach</li><li>Ability to meet deadlines and work in a fast-paced environment</li><li>Demonstrates MSI team member behaviours and professional self-development</li></ul> |

# MSI Behaviours and Values

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## Team Member Behaviours

**Work as One MSI**

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others.

- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort.

- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

**Show courage, authenticity and integrity**

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate.

- You are courageous in challenging others and taking appropriate managed risks.

**Develop and grow**

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.

- You manage your career development including keeping your knowledge and skills up to date.

**Deliver excellence, always**

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role.

- You build and maintain effective long-term working relationships with all stakeholders and are a true MSI ambassador.

**Leadership (for leaders only)**

- You inspire individuals and teams, through situational leadership, providing clear direction.

- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.

- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team.

- You articulate a vision of the future which inspires and excites others.

## MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance

- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality

- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact.

- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.