

Job Description

Job title: Senior Business Systems Analyst

Department: IT

Jurisdiction: Jersey

Purpose of the role

Our team provides quality support for a wide range of Group software applications, across 6 jurisdictions, acting as the last line of internal support to Ogier's Line of Business products. Day to day, this involves reviewing, replicating and troubleshooting application issues and bringing about timely resolutions, often dealing with third party support.

The role also has a full range of IT responsibilities in group-wide projects and BAU, including upgrades, new features and new implementations, system and database admin; in which we are responsible for successful technical delivery. We work through all areas of project lifecycle: requirement-gathering, solution-selection, working with suppliers, testing, final delivery and ongoing support.

But the role is more than this. With the on-going growth of the firm a competitive market, we are expected and empowered to always be on the lookout to identify and deliver innovative and creative solutions, focused on creating practical benefits that can make a difference to the firm.

Key Responsibilities

- To learn and support the business applications – including:
 - Undertake investigative troubleshooting and provide solutions for changes and requests for information
 - Liaise with suppliers including support desks and account management teams
 - Perform and manage testing of solutions provided or developed
 - Collaboration with Business Systems Team members and other IT Teams
 - Engagement with business users
 - Deploying of solutions in the LAB environment and managing the release of solutions into the Production environment
 - Documentation and recording of all of the above
 - Managing the IT components of the business applications (Including: stability, performance, backups, monitoring)
- Active role in the full life-cycle of larger IT projects - including:
 - Analysis of requirements
 - Supplier engagement and management
 - Project management
 - Delivery on internal solutions
 - Management of externally provided solutions
 - Testing
 - Deployment of solutions into pre-production and production environments
 - Leading the IT work-streams where appropriate
 - Documentation and recording of all the above
 - Assistance in conversion, implementation and maintenance of new & existing applications.
 - Contribute to the management, co-ordination and validity of data.

Job description (cont.)

Required Competencies

- A successful history of comprehensive Application Software support
- A successful history of leading delivery on IT Projects
- Solid experience with SQL and SSRS
- Be able to work collaboratively in a team
- Keen to continually develop and improve as an IT Professional
- Ability to develop constructive relationships with internal clients, external suppliers and support teams
- Self-motivated and willing to take on responsibility
- Ability to prioritise tasks and an ability to work across competing priorities.
- Strong Project Management / organisational skills and an attention to detail.
- Strong numeric and analytical skills
- Attend and contribute positively to business and client facing meetings as required
- Excellent verbal and written communication skills

Advantageous Competencies

- Experience with applications from the Legal and Company Administration domain. In particular: ViewPoint, iManage, Interaction, Elite, Aderant Expert
- Experience with Document Management and Workflow solutions
- Experience with a range of Microsoft and open technologies - IIS, Sharepoint, .NET, XML, XSLT, HTML, SSIS
- Relevant IT qualifications are an advantage as a demonstration of knowledge and skill

Contact

To apply for this role please send your CV to recruitment@ogier.com

Regulatory information can be found at ogier.com