

Aspire Job Description

File Ref:

Job Title: Systems Support Specialist

Entity: ASPIRE DEFENCE SERVICES LIMITED

Location: Aspire Business Centre (Tidworth)

Reports to: IT/IS Manager

Key Purpose of the Role:

Under the supervision and guidance of Senior Support Analyst:

- Provide technical support and development services for IFS and other IT systems used by ADSL
- Support the IFS functional teams in the support and development of the ADSL IFS system and other software system used by the business
- Develop and maintain technical documentation relating to the systems used within ADSL
- Develop working relationship with IFS functional leads.
- Develop system enhancements and customisations as required by the business.
- Carry out security administration of IFS and other ADSL systems.
- Provide 2nd line support in the resolution of system issues, liaising with third party 3rd line support service providers as required.
- Carry out routine maintenance task required for ADSL software systems
- Prepare user manuals and user training materials.
- Develop solutions in SQL or PL/SQL
- Investigate and fix bugs in code.

Qualifications:

Minimum Qualifications

Good A level education (or equivalent)

Preferred Qualifications

Degree (or equivalent) in Computing, Engineering, Mathematics or Business related subject

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Skills / Experience:

Essential –

- Good customer service skills
- Knowledge of SSRS
- Good written and verbal communication skills
- Ability to analyse and resolve problems
- Implementation of systems.
- Knowledge of SQL and PL/SQL
- Flexibility to respond to changing priorities.

Desirable –

- Hard FM Industry experience
- Knowledge of IFS application, developer and data migration tools
- Experience of implementation and support of small-med ERP systems.
- Knowledge of IFS Extended Server, Oracle Custom Events and API's would be advantageous.
- Project Management skills.
- Knowledge of general programming principles.
- Training users and organising training.

Addition: This role will be based at The Aspire Business Centre at Tidworth and will involve travel between Garrison locations based at Aldershot and the Salisbury Plain area. In addition, this is a support service role and may require occasional working outside of normal office hours.