



Together we make it V&A

South Kensington
Application Support Analyst

V&A

Reports to	Application Support Team Leader
Department	Technology
Line Management	None
Principal Location	South Kensington
Hours	Net working hours (i.e. excluding meal breaks) are 36 per week. Normal working hours are 9am-5.15pm Monday to Thursday and 9am-5pm Fridays.
Salary	£33,764
Contract	Permanent





Who we are

The V&A is a family of museums dedicated to the **power of creativity**. Our mission is to **champion design and creativity** in all its forms, advance cultural knowledge, and inspire makers, creators and innovators everywhere. We share a 5,000-year-old story of creativity through **exhibitions, events, educational programmes, digital experiences, conservation, research**, and an ever-evolving national collection of over 2.8m objects spanning **every creative discipline**.

This is an exciting time to join the V&A Technology Team. As the V&A prepares to expand with 2 new museum openings and a recently opened, reimagined Young V&A offering, it is looking to technology to enhance its visitor facing capabilities as well as evolve its working practices. We are continuing on a 5-year Technology Transformation Programme to underpin these ambitions, and the Applications Support Team are central to supporting the new platforms and enhanced ways of working. The Application Support team is a team of 5 within the Service Delivery and Operations function and works closely with other Technology teams as well as key SME's and stakeholders across the Museum.

About the role

As an Application Support Analyst, you will be responsible for application support activities including maintenance, administration, 3rd line support, testing and QA of new functionality and systems. Working closely with the Technology Product team you will ensure the successful transition of new functionality and systems into BAU, along with the Technology Service Desk to provide 3rd line operational support and to ensure timely and efficient resolution of application-related incidents and service requests. Working closely with internal stakeholders and 3rd parties to provide and improve ongoing support and to provide updates and feedback of ongoing support matters, development and projects. The core applications supported by this team are: Galaxy Ticketing, Silverbear CRM, Salesforce Commerce Cloud Ecommerce, Business Central Retail and Finance. **Key responsibilities** are listed below:

1. Resolve Technology application-related incidents, service requests and problems in a timely and efficient manner in line with Business requirements and agreed SLA's.
2. Employ appropriate application maintenance, support and incident management processes and procedures to support and maintain IT applications, and to investigate and resolve Technology application-related incidents.
3. As necessary, liaise with external Technology suppliers as well as internal subject matter experts (SME's) to ensure IT application-related incidents and problems are resolved in a timely and professional manner
4. Undertake Technology application-related problem diagnosis, implementing problem resolution or prevention measures as appropriate



About the role

5. Complete robust formalized testing (including the creation of test scripts) for all proposed releases on supported applications to ensure all changes are complete in line with change implementation plans.

6. Monitor the availability, performance and throughput of supported IT applications.

7. Undertake knowledge management activities: identifying, controlling and storing any pertinent information, and maintaining knowledge items to ensure that they are current, relevant and valid.

8. Share knowledge and expertise with others, supporting team members as required

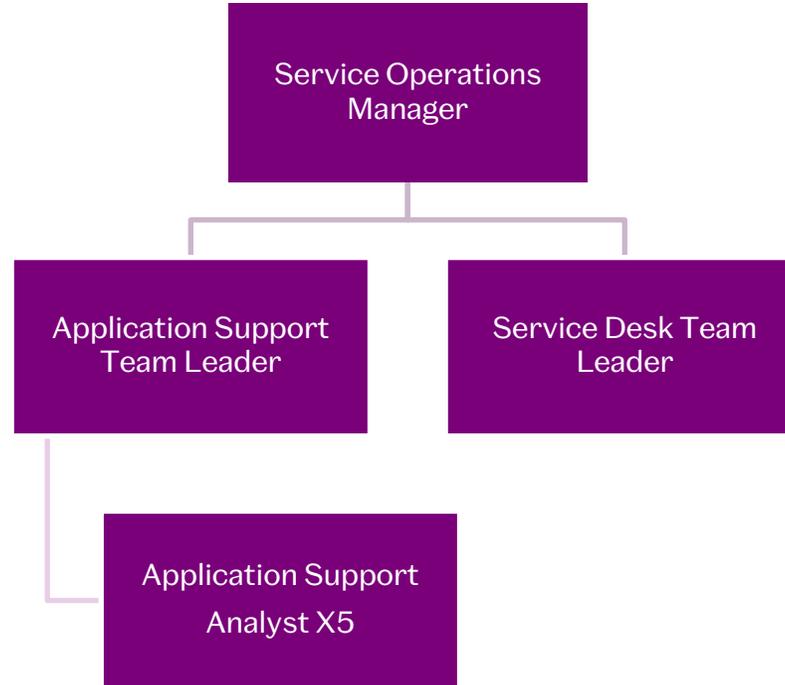
9. Understand and comply with the IT organization requirements, processes, procedures, and policies

10. Perform other duties as assigned by your line manager



About the role

Position in the team:

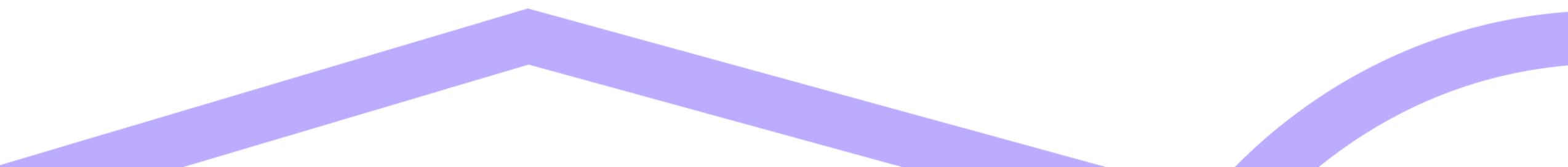


What we're looking for

Job specific:

- Demonstrable experience of performing a similar role
- Experience of application support of systems such as: Microsoft Dynamics CRM, Business Central, E-Commerce systems, Galaxy Ticketing, and DotDigital
- Skilled in IT problem diagnosis and resolution particularly with integrated systems
- Excellent understanding of ITIL service management processes

Core skills:

- Strong communication and interpersonal skills, with ability to communicate technical information in lay persons terms.
 - Ability to effectively engage with third party suppliers, with experience of allocating work to suppliers and working with them to resolve issues
 - Ability to work as part of an effective and highly skilled team
 - Willingness to learn new technologies and maintain industry knowledge
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What we're looking for

Behaviours:

- **Respects** others' expertise, time, perspectives and contribution
- **Takes responsibility** for delivering on actions, achieving high-standards and learning from mistakes
- **Open to change**, new ideas and suggestions; looks for opportunities for improvement and self-development
- **Works with others** outside their own department in a collaborative, understanding, and engaging way

Desirable:

- ITIL foundation
- ITSQB Foundation
- Experience of working with ticketing systems including till peripherals



Why work here

We strive to integrate **equality, diversity, and inclusion** consistently and naturally into all our activities.

We are proud to be an **open, tolerant, and diverse** organisation. We want to do more to welcome a broader audience and develop a more diverse workforce.

The V&A values are **Equity, Sustainability, Generosity, Collaboration and Creativity.**

Disability Confident

We are committed to guaranteeing an interview for applicants who declare they have a disability and meet the minimum criteria for the role.



What we offer you

We want to support you and your well-being throughout your employment journey, so we provide a competitive range of benefits such as:

- **29** days of holiday plus public holidays each year (pro-rata if you work part time)
- Competitive defined contribution pension scheme offering up to 10% contribution from the V&A
- Life Assurance of 4x your annual salary
- Family-friendly policies (for example, enhanced maternity and parental leave, paid carers leave)
- Interest free loans for your travel to work and rental deposits
- Cycle to work scheme
- Exclusive access to My V&A Benefits – an app bringing together all your V&A Benefits, retail discounts and wellbeing benefits on the go!
- Employee Assistance Programme – free and confidential services to support your wellbeing
- Complimentary tickets to V&A exhibitions for you, your friends or family
- 25% discount in all our V&A shops and on site cafés
- Free entrance to many other major museums and exhibitions



What next

Apply here

www.vam.ac.uk/vacancies

Application Deadline

02 March 2025

We operate anonymous shortlisting at the V&A. This means that the manager cannot see your name, contact information, or equality data when shortlisting your application.

We are a Disability Confident Employer offering guaranteed interviews to those who declare their disability and meet the job criteria under the Disability Confident Scheme.

Any Questions?

Contact our Recruitment team at careers@vam.ac.uk



Thank you

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