



APPLICATION SUPPORT SPECIALIST

JOB DESCRIPTION

Creating Better Life Experiences.
One Home at a Time.

BLOOR HOMES[®]

Job title	Application Support Specialist
Department	IT
Responsible to	IT Business Systems Manager

POSITION SUMMARY

As an Application Support Specialist, you will play a vital role in ensuring the smooth operation, maintenance, and support of various software applications within our organization. You will work closely with end-users, technical teams, and vendors to address application-related issues, provide technical assistance, and enhance the overall user experience. Your expertise will be crucial in troubleshooting, resolving incidents, and implementing improvements to optimize application performance and functionality. This role will see the successful candidate become involved in project work for 40% of their time, furthering their skills and future development.

KEY WORKING RELATIONSHIPS

IT, business systems users, developers, and suppliers.

MAIN DUTIES

1. Provide technical support to clients and our service desk team via face to face, phone, email, and remote assistance.
2. Troubleshoot and resolve issues with our software products.
3. Escalate complex issues to 3rd party external developers.
4. Document all support activities in our ticketing system.
5. Collaborate with our 3rd party development team to identify and resolve software bugs.
6. Work with clients to understand their needs and requirements and provide solutions to their problems.
7. Management of RPA processes and AI testing tools.
8. Participate and drive software testing, software automation testing, RPA, and quality assurance activities.
9. Participate and develop applications, workflows, and system processes.
10. Maintain up-to-date knowledge of our software products and related technologies.
11. System Maintenance: Perform routine application maintenance activities, including patching, upgrades, and configurations to ensure application stability and security.
12. Change Management: Coordinate with development teams and stakeholders to test and deploy application changes, ensuring proper communication, documentation, and adherence to change control processes.
13. Attending Meetings that may be necessary in the performance of your duties.
14. Complying with and upholding company policies and procedures.
15. Undertaking any additional tasks as may reasonably be required from time to time.

It is a requirement of Bloor Homes that all staff work in a flexible manner compatible with their job and in line with the objectives of the company. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the business.