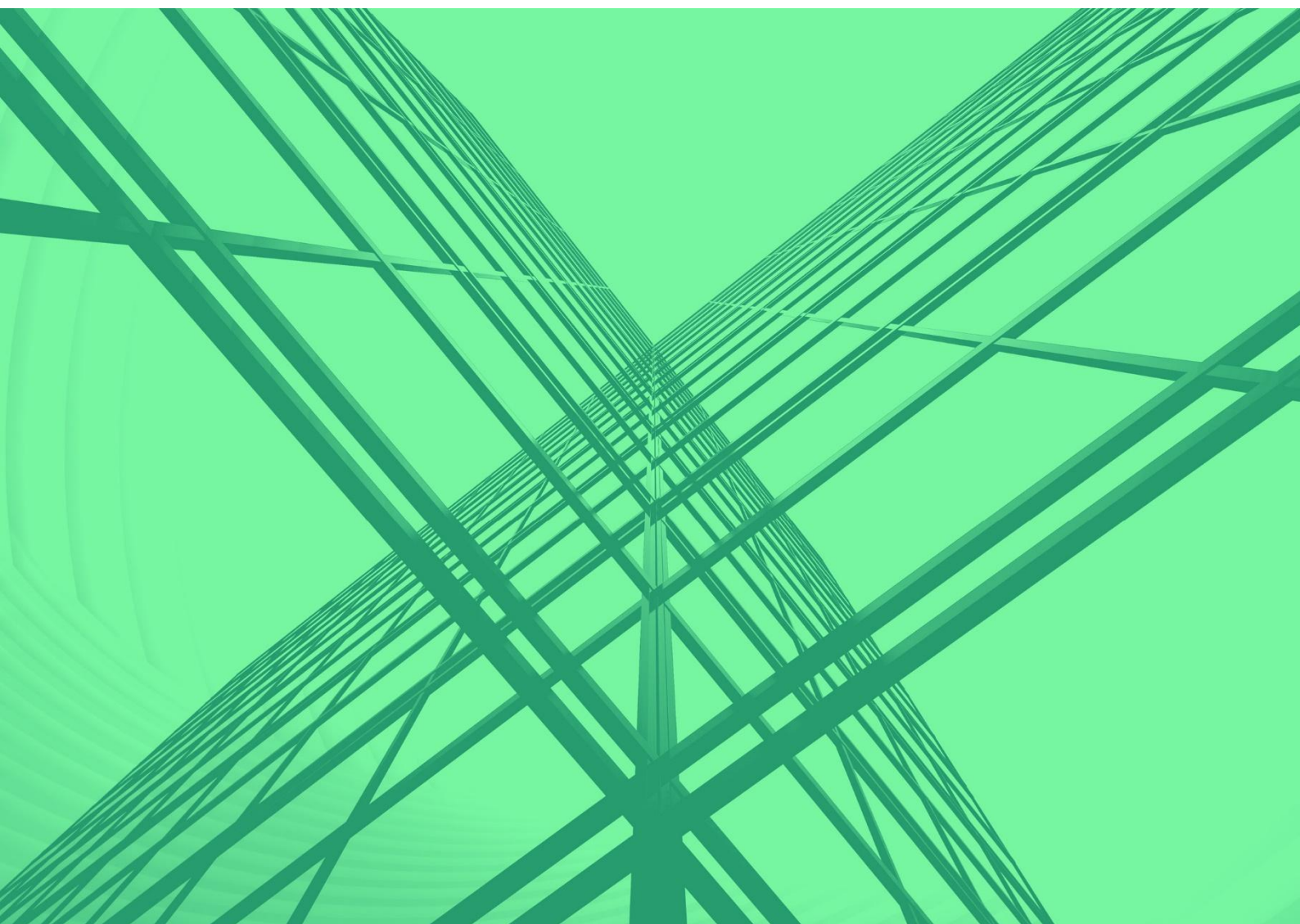


Applications Support Analyst

CANDIDATE PACK

Full time

35 hours per week



The Applications Support Team

Our Enterprise Transformation team are a team of 2 that report into the Enterprise Transformation Director and are a part of the wider Enterprise Transformation team.



Are you a problem-solver who enjoys helping people get the best from technology? If so, this could be the role for you.

As the Institution's Applications Support Analyst, you will be responsible for supporting and improving the Institution's core business systems, ensuring they remain reliable, secure and effective for users across the organisation.

From resolving application issues and maintaining data quality to supporting system enhancements and working with suppliers, you'll play a key role in delivering an excellent user experience while helping to drive continuous improvement across our technology services.

Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 80 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit into our organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

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Salary and package details page 8

How to apply page 9

More about us :

Our organisation, governance and values page 10-11

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Job description and person specification

1. Job details

Job title:	Applications Support Analyst
Reports to:	Application Support and Service Delivery Manager
Date:	August 2026
Location:	The Institution's HQ, in London or elsewhere as reasonably required. (Minimum 4 days in the office and out of office support where required).

2. Job purpose

To provide operational support, configuration, and troubleshooting for the Institution's core business applications, ensuring they remain stable, secure, and optimised for users.

To take ownership of business as usual (BAU) activities including application fixes, data quality tasks, user support, and coordination with suppliers for system issues and minor enhancements.

To ensure that systems continue to operate effectively following any changes delivered by the change team, supporting users and maintaining service continuity.

3. Role and responsibilities

Application Support

1. Provide 2nd-line support for all business applications (CRM, finance, digital platforms, membership systems).
2. Diagnose and resolve application incidents, escalating to suppliers or 3rd-line support where required.
3. Manage service requests, access changes, and configuration updates.
4. Monitor system performance and proactively identify issues.
5. Support system updates, patches, and minor releases.

Data Quality & Operational Data Tasks

1. Perform routine data quality checks, cleansing, and corrections.
2. Support data imports, exports, and reconciliations.
3. Maintain data integrity across integrated systems.
4. Support GDPR compliance through accurate data handling and permissions management.

Configuration & Minor Enhancements

1. Apply configuration changes within agreed governance boundaries.
2. Support small-scale system improvements and functional tweaks.
3. Maintain configuration documentation and system records.
4. Assist with user acceptance testing for minor enhancements.

User Support & Training

1. Provide guidance and training to users on system functionality.
2. Develop user guides, FAQs, and training materials.
3. Support onboarding of new staff with system access and training, in coordination with the IT Ops Engineer.
4. Act as a subject matter expert for day-to-day system usage.

Supplier & Partner Coordination

1. Liaise with external suppliers to resolve incidents and manage escalations.
2. Track supplier performance against SLAs.
3. Support the Application Support and Service Delivery Manager in managing supplier relationships.
4. Provide clear technical information to suppliers to support issue resolution.

Testing & Release Support

1. Support testing activities for patches, fixes, and minor releases.
2. Assist with regression testing and validation of system changes.
3. Ensure smooth transition of changes into BAU operations.

Continuous Improvement

1. Identify recurring issues and make improvements to systems or processes.
2. Provide feedback to the Solutions Architect and Head of Technology and Solutions Delivery on system performance and user needs.
3. Contribute to service improvement initiatives within the RUN (support) pillar.

4. General Responsibilities

4. Work collaboratively with colleagues across RUN (support), CHANGE (delivery), and GOVERNANCE pillars.
5. Maintain accurate records and documentation.
6. Ensure compliance with all Institution policies and procedures.
7. Support the Institution's mission, vision, and values.
8. Undertake any other reasonable duties as required.

5. Communications & Working Relationships

1. The wider Enterprise Transformation Directorate.
2. External suppliers and support partners
3. Internal users across all departments

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and knowledge</u>	
A good standard of education at Level 3, A-Levels or vocational equivalent.	E
Knowledge of business applications (CRM, finance, digital platforms)	E
Understanding of application support processes and ITIL principles	D
Knowledge of data protection and GDPR	E
Knowledge of SQL, reporting tools, or system configuration	E
<u>Skills</u>	
Strong technical problem-solving skills and ability to diagnose technical problems quickly	E
Excellent customer service and interpersonal skills. To be client focused with the ability to demonstrate patience and empathy with users	E
Excellent organisational skills, and able to work independently to prioritise deadlines	E
Excellent written and oral communication skills with the ability to communicate complex and technical information in a clear and simplified manner to a professional and non-IT audience	E
A professional approach to work, colleagues and external contacts	E
Attention to detail, accuracy, and ability to check detailed information, able to critique own work	E
Flexible and resourceful and able to work collaboratively in a small team and with other departments	E
<u>Experience</u>	
Experience providing 2 nd line application support in a similar environment	E
Experience resolving incidents and service requests	E
Experience working with suppliers or 3rd-party support teams	E
Experience supporting data quality or data maintenance tasks	D

Criteria	Essential/Desirable
Experience producing user guides or training materials	D
Experience in a charity, membership, or regulated environment	D
<u>Other</u>	
The job holder may be required to undertake out of hours or remote support	E

This job description does not form part of the contract of employment and may be subject to change.

Salary and package details

Salary: £36,121 per annum (Starting Salary)

Contract: Full time – 35 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

Benefits on commencement:

- Life Insurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme
- Pension- can join the pension scheme from any date after commencement in Tier 1 (employer 6%, employee 3% minimum contributions)
- 25 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave
- Flu vaccination voucher

Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 6%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 9%, employee 5% minimum contributions
- Full pay sickness absence up to 65 days in a 12-month rolling period
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim
- Full access to our employee assistance programme which includes a discounts and savings platform and access to additional health services (e.g. counselling, physio, 24 hour online GP, nutritionist and personal training sessions) via an app-based service

On successful completion of a 6-month probation period, you will be eligible to the following optional benefits:

- Private medical insurance (PMI) currently provided by AXA (voluntary and subject to tax and NI)
- Health cash plan, currently provided by BUPA (voluntary and subject to tax and NI)
- Reimbursement of an agreed and appropriate Membership subscription
- Season ticket loan (non-taxable)
- Cycle to Work Scheme
- Paid maternity, paternity, adoption and carers leave at rates of pay higher than statute, subject to service requirements as per the current policies
- Opportunities for pay progression.
- Two paid days annually for volunteering

How to apply: the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications we receive we cannot write to all applicants.

Applicants must possess a current right to work in the UK. Applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.

The selection process will consist of a job-related assessment followed by a virtual interview with the manager for this post Asha Vasu – Enterprise Transformation Director and Conor Boyle - HR Resourcing and Support Executive.

The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution.

The second stage of the selection process will be a face-to-face interview with Asha Vasu – Enterprise Transformation Director and a panel of other internal managers.

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

The Institution of Structural Engineers

With over 30,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

Governance

The Institution of Structural Engineers is governed under its Royal Charter, byelaws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 80 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values & Mission statement

We strive towards a structural engineering profession that is built on integrity, excellence, inclusivity and collaboration. Our aim is to secure a safe and sustainable world by advancing structural engineering, raising professional standards, and sharing knowledge.

- **Integrity** – We are committed to upholding the highest standards of ethical conduct in our practices and interactions.
- **Excellence** – We are focused on excellence in everything we do, setting high standards for ourselves and our members, valuing quality, innovation, and continuous improvement.
- **Inclusivity**- We are inclusive, we embrace diversity and value the contributions of individuals from all backgrounds, perspectives, and experiences, fostering a welcoming environment for all.
- **Collaboration** – We believe in the power of collaboration and cooperation, encouraging members to share knowledge, resources, and expertise for the collective advancement of structural engineering.

For more detailed information about the Institution please visit our [website](https://www.istructe.org).

Our Work

Climate Change

The climate emergency is the greatest threat to our planet. Structural engineers have a responsibility to help mitigate its effects by changing the way buildings and infrastructure are designed, commissioned and constructed. The Institution, our [Climate Emergency Task Group](#) and [Sustainability Panel](#), supports these vital efforts through its role as an international centre of knowledge, sharing information and opinion with its membership and beyond.

Resilience

The Institution support the efforts to build [resilient](#) communities. Members take measures to avoid, reduce, resist and aid recovery from extreme events including Tsunamis, flooding, explosions and seismic events. Our [Humanitarian and International Development Panel](#) as well as our [Seismic and Dynamic Events Panel](#) includes experts from regions around the world. They help structural engineers confront the challenges faced by the poorest and most vulnerable people and progress activities to support the development and understanding of seismic and resilient design.

Safer Structures

Structural engineers consider the safety of structures from design and construction through to operation and demolition, in accordance with local legislation. The [Institution of Structural Engineers](#) along with [CROSS](#) investigates failures and near misses (including [Grenfell](#)) in order to share knowledge and insight to Structural Engineers to avoid any potential or future disasters.

Young Members

The Institution is committed to ensuring the profession of Structural Engineering is accessible to everyone. We offer tailored visits, events and networking opportunities to our [young members](#) to help them get support at a crucial time in their career. Our values extend to our work in [education](#) that encourages young people from diverse backgrounds to choose and access structural engineering careers.

Mentoring Programme

We support professional and career growth through our [mentoring programmes](#). It offers mentees an effective way to progress their career to accessing knowledge and experience of expert and impartial mentors. For mentors it develops existing leadership skills by supporting mentees growth.

Support

Our [Benevolent Fund](#) offers support to current and former members and their dependants going through tough times who may need financial support. Partnered with Anxiety UK, our members will also be able to quickly access therapeutic support if needed and have access to a range of learning materials to support managers and their staff on mental health awareness.

Organisational Structure

