Job Description

Analyst, Applications

CARNIVAL UK

Role Description:

The role is responsible for supporting the operational integrity of the technologies and services we run, and implementing new technologies and operational processes.

The Applications Analyst has responsibility for keeping critical business services maintained, healthy and operational; and providing detailed application expertise to support project delivery.

We deliver services to all of Carnival UK: the Head Office in Southampton, various remote sites, and to the ships within the P&O Cruises and Cunard Line fleet. The role also encompasses the provision of resources and capabilities to support the delivery of our technology enabled change portfolio through forecasting, planning and prioritisation.

The role ensures that the Carnival UK service management processes are adhered to, and works across the Technology function to identify, lead and deliver process and technology enhancements to continually improve the service provided to business colleagues and to our guests.

RUI:	935	**Grade:**	CUK09	**DBS check required:**	Basic
Directorate:	Carnival UK Shared Services	**Reports to:**	Manager, Applications		
Function:	Carnival UK Technology	**Team:**	Technology Infrastructure & Operations – Technology Operations		
Direct reports :	N/A				

Accountabilities:

- Ownership of 2nd line support for incidents and managing them through to resolution according to the relevant processes.
- Correctly discerning incident priority, ensuring timely and appropriate updates to stakeholders at all levels.
- Ownership of problem investigation, including root cause analysis.
- Working with and managing 3rd line support teams and external vendors to resolve problems. Implementing workaround solutions where necessary and appropriate.
- Work within a matrix team delivering new services, change and incident resolution
- Coordinate with other business and technical resources to deliver fixes or change
- Work toward reducing incidents and user down-time, while meeting agreed service levels.
- Manage changes and application deployments according to change policy, communicating with stakeholders.
- Ensure testing of changes is suitably comprehensive and has been completed fully and accurately.
- Support and/or deliver as appropriate service implementations and upgrades.
- Support user acceptance testing.
- Proactively monitor services and systems as required, taking responsibility for any variance from the norm.
- Proactively taking action to prevent a service-affecting event.
- Identify opportunities for automated monitoring and suggest or implement as appropriate.
- Manage vendors to support all aspects of the role. Maintain good working relationships with them and ensure they deliver value.
- Fulfilment of user service requests according to the SLAs, ensuring all changes adhere to policy.
- Discern between high and low priority requests and deliver accordingly. Communicate effectively to ensure stakeholders are clear.
- Provide subject matter expertise concerning the Applications portfolio and processes to other functions within Technology.
- Be part of the Out Of Hours (OOH) on call team rota providing Critical support during this period.

Health, Environment, Safety, Security (HESS) Responsibilities:

- Lead by example by taking care of the health and safety of yourself and others.
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager, team leader.
- Follow safety rules and procedures.
- Use work equipment, personal protective equipment, substances, and safety devices correctly.
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Actively promote safe working within your team and encourage safe behaviours.
- Demonstrate safety leadership in accordance with our safety leadership behaviours.

General Responsibilities:

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

Scope:

Problem solving:
- The Applications Analyst will be involved in coordinating service restoration as the Incident Resolver. This will involve ensuring investigation techniques and investigation plan followed as part of the resolution team.
- Must be able to decipher complex issues
- Understand and the relationship between technology problems and customer / organisational impact.

Impact:
- The Applications Analyst will be responsible for implementing changes to services that may have detrimental impact to Brand, Revenue and Customer
- The Applications Analyst will be providing expert-level guidance to Architects, Business Analysts and others concerning new and modified services. The input will have direct impact on the design of those services.

Leadership:
- Provide leadership and management to vendors supporting our services
- Lead through effectively engaging and communicating with key stakeholders
- Lead by example, showing a clear commitment to the goals of Technology and to Carnival UK.

Demonstrable Behaviours:

- Guest and customer centric approach, passionate about enhancing the service being offered across the team
- Natural collaborator, energetic and enthusiastic about cross functional delivery
- Strong communicator in all its forms across all levels of the organisation
- Decisive, 'can do' attitude whilst maintaining a clear focus on problem solving and seeing action through to delivery

Knowledge, Experience and Qualifications::

Qualifications – essential:	Qualifications – desirable:
	• ITIL Qualified, ITIL v3 Foundation
Knowledge/ Experience – essential:	**Knowledge/ Experience – desirable:**
• SQL or other database technologies • Application Deployment • Incident management experience • Change Management Experience • Strong compliance adherence attitude	• Experienced Applications Analyst

Issue Date:	June 2019	Issued by:	Luke Scott, Applications Manager	
REWARD ONLY	Grade:	RUI:	Date Approved:	Initials: