# ROLE PROFILE

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| **JOB TITLE:** | IT Junior Service Management Analyst (Applications) |
| **FUNCTION:** | IDT |
| **CAREER FAMILY:** | IT Service Analyst |
| **LOCATION:** | Tokyo Japan |

**PURPOSE STATEMENT:**

Responsible for monitoring Service Level Agreements and ensuring that they meet the required levels. The employee must make sure that all IT Service Management processes, Operational Level Agreements and Underpinning Contracts are appropriate for the agreed service level target.

# DIMENSIONS:

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| **Strategic Scope** | Ensures processes SLAs |
| **Reporting Level** | Manage self |
| **Geographic Scope** | Japan |

**TYPICAL ACCOUNTABILITIES**

Responsible for managing applications throughout their lifecycle. Plays an important role in the application-related aspects of designing, testing, operating and improving IT services, as well as in developing the skills required to operate the IT organization's applications.

* Supervise and reviews Application Landscape.
* Support the regular performance review process
  + Review outstanding actions from previous Reviews;
  + Current Performance;
  + Capacity planning
  + Business release management, patch management and audit requirements
  + Appropriate actions to maintain / improve Service Levels.
  + Contract Management.
* Support troubleshooting
* Initiates any actions required to maintain or improve performance and stability
* Conducts annual user reviews
* Ensures that appropriate changes are assessed for their impact on service levels
* Accommodating Service Improvement Plans

# SKILLS, KNOWLEDGE, EXPERIENCE

* Communication skills: oral, written, presentation, facilitation
* Excel, Word, PowerPoint
* ITIL knowledge
* Credibility and trust; ideally has earned the respect of IT and business stakeholders at all levels
* Ability to work under pressure, handle stressful situations in a calm manner
* A good understanding of the organization’s IT applications/infrastructure, services provided
* Innovative thinking with service quality, and its improvement, within limits of costs and business direction

# ROLE SPECIFIC ACCOUNTABILITIES:

* Responsible for managing local application services or directly support applications
* Responds to any incidents/request/change request being raised with regards to managed applications portfolio
* Supports services review process by providing data & analysis where applicable (complex apps landscape)
* Monitors delivery of support services as per agreed SLA
* Ensures compliance including security, owns and tracks delivery of any required remediation activities
* Responsible for license/budget management of apps portfolio in-scope
* Runs / participates in the Regional CAB for Infrastructure / Apps Changes
* Lead the local/regional/global project as an end market represented.