



Title: Project Officer - Application Support & Test Analyst
Grade: 8
Unit: ICT & Digital
Reporting To: Senior Software Developer
Ref: 481

Role Summary:

SOLAS currently have an opportunity for an Application Support and Test Analyst within the ICT and Digital team. In your role as a Support & Test Analyst, you will be primarily responsible for application support and test planning, execution and reporting on software applications.

The successful candidate will have the opportunity to gain valuable experience working with an in-house software development team on key custom-built applications. The suitable candidate will have enthusiasm for web technologies, an aptitude for problem solving and a can-do attitude.

Key Tasks and Responsibilities

- Support end users on a custom web-based system by responding to and resolving support tickets.
- Trouble shooting and resolving issues for end users.
- Support for online applications and websites.
- Liaise with development team on incidents and recommend fixes to common requests.
- Test planning, co-ordination, and execution for various ongoing projects.
- Providing support for project rollout and implementations.
- Status reporting to the ICT & Digital Team and/or stakeholders in relation to an agreed plan.
- Keep abreast of trends and developments in the ICT and Digital industry.
- Collaborate with other staff within the ICT & Digital unit.
- Represent SOLAS on committees or at meetings.
- Other duties may be prescribed from time to time.

Requirements

Essential:

- Relevant qualifications in information technology or working towards same.
- Minimum 4 years' relevant experience including support/testing of IT applications.
- Intermediate SQL skills and database knowledge.
- Understanding of software development lifecycle.
- Excellent client-facing and communication skills.
- Good interpersonal skills, enjoys working as part of a team.
- Strong troubleshooting and problem-solving skills.

- A strong technical aptitude with ability to learn new technologies quickly.
- Enthusiastic & committed individual who wishes to progress within the organisation.
- Good Data Analytical & Problem-solving skills.
- Be flexible and adaptable in their approach to work, embrace change and adapt to work practices accordingly.
- Be efficient and effective at working and be self-organising.
- Work well in fluid/evolving environment

Desirable

- NFQ/QQI Level 7/8 standard of education in ICT
- Coding knowledge & experience.
- Project Management skills
- Experience in deadline driven environment.
- Knowledge of SOLAS and its services.
- Evidence of self-development.