

Job Profile

Job Title: Senior Applications Analyst

Job Grade: Level 4 Zone 2

Salary Range: £45,042 - £51,870 per annum

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The Applications team work continually to ensure availability of systems for internal and external customers. We help resolve user requests in a timely manner, improve, develop, and keep systems secure.

About the role

The role of the Senior Applications Analyst is to lead on the provision of prompt and effective technical support of key corporate business and departmental applications across the Council through resolution of incidents and service requests in line with agreed service agreements, ensuring minimal disruption/ loss of service. The role ultimately ensures back office staff have the tools to provide their services including online services to Camden Citizens.

Example outcomes or objectives that this role will deliver:

- Provide application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements. Support often involves close collaboration with the system's developers and/ or with colleagues specialising in different areas, such as database administration or network support, as well as with external system suppliers.
- Assist with scheduling the work of applications support staff, taking account of individuals' abilities and the requirements of the work, ensuring all work is carried out and documented in accordance with required standards, methods and procedures and that any applicable configuration management procedures are adhered to.
- Ensure that requests for support are properly logged, assigned and responded to in a timely manner and according to agreed standards and procedures, ensuring that users and other interested parties are kept informed of progress and that corrective action is taken to avoid or minimise delays.
- Provide advice and guidance on application security, licensing, upgrades, backups, disaster recovery needs etc, to colleagues as required.
- Review releases, upgrades and fixes available from application software suppliers and identify those which merit action, and to develop and implement upgrade plans with fall back contingency plans.
- Configure applications system software to ensure that the functionality is fully exploited
- In the event of application software failure, collect critical information, analyse all documentation and logs relating to the failure and liaise with suppliers to obtain solutions.

About you

- BSc in relevant discipline, or equivalent industry experience.
- Proficient in the application of automated systems to the support of specific business functions or processes including an understanding of the DevOps approach where development and operational staff work together.
- Proficient in understanding the products and services supplied to the organisation by external suppliers. Examples: Maintenance of IT applications, maintenance of IT infrastructure, internet connectivity services, system development, software products, security solutions.
- Familiar with understanding the business environment relating to the organisation and closely associated organisations, including suppliers, partners and other public sector organisations.
- Familiar with understanding the IT infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
- Familiar with techniques for identifying, gathering and validating users' needs in the delivery of IT services

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

Work Environment:

Hybrid: Office and home based

People Management Responsibilities:

- No formal line management responsibilities.
- Mentor and supervise Applications Analysts.

Relationships:

- This post reports to the Applications Support Manager.
- Liaise with other IT teams, system users and software suppliers

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,

Note:

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.