

**Job Title: Business Solutions and Support Engineer****Job Grade: Level 3, Zone 2****Salary Range: £40,911 - £46,453****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 the 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.

A key part of our Digital and Data Services (DDS) department, our Technology Service provides secure, innovative, efficient, and scalable technology solutions and the overall service delivery wrap that empowers our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

**About the Team**

The Technology Adoption Team is a dynamic, cross-disciplinary team built with the purpose of fostering a pro-active digital learning culture while working with our users to solve the business problems of today using our growing productivity toolset.

We relish solving business problems alongside our users, supporting colleagues in finding new and exciting ways to work effectively in Camden’s hybrid digital world of work. We develop solutions that work, with our users alongside every step of the way, building their confidence with technology through everything we do. We’re always curious, love to experiment and test the latest updates across our cloud-productivity toolset to ensure we’re delivering the best value to our users and the citizens of Camden.

**About the Role**

The role is to assist the organisation in directly gaining the full benefits of its cloud-productivity and automation tools. Engaging directly with teams and departments to understand their business needs and working with them to find and implement solutions.

The role will also provide prompt and effective technical support and testing capacity for productivity and automation tools. This is through the effective triage, investigation and solving of problems by working across the team to ensure minimal disruption/ loss of service.

Key Responsibilities for this role include:

- Support engagement activity taking place across the business, directly working with departments and teams to understand their business needs to effectively support the implementation of productivity and automation solutions.
  - Offer recommendations on the best tools and methods to use and work with users to translate logical designs into physical designs
  - Contribute to the mapping and analysis of potential automations.
  - Experiment, test and explore solutions alongside business stakeholders.
  - Undertaking knowledge transfer to the business.
  - Understand the stages and iterations of a software development project
  - Collaborate with others to understand and review software requirements
  - Design, code, test and document user interfaces using low code tools
  - Build and test interfaces between systems
  - Support the documentation of solutions and automations for use in future support and troubleshooting as set out by the department's Business solutions Design framework.
- Oversee and update our Centre of Excellence environment and take part in the regular reviewing and maintenance of records on use of our productivity tools and automations on a departmental and team level.
  - Support the response to automation changes or enhancements to overcome potential problems or leverage further benefits.
  - Responsible for the regular communication of updates, changes, and training opportunities to business owners involved in automations.
- Investigate operational issues and problems to devise solutions that will contribute to improvements in the use of systems.
  - Receive escalation requests on productivity and automation tools, taking responsibility for working with the business solutions team to investigate and solve.
  - Ensuring all work is carried out and documented in accordance with required standards, methods, and procedures.
- Following the established testing framework to ensure the smooth transition of updates and changes to productivity and automation tools.

- Working with the team to Identify any issues for remedy through configuration changes or contact with suppliers.
- Provide advice for testing requirements, based on the established framework, on new releases of applications software from systems development staff or software suppliers, analyse change requests and follow formal procedures to plan and test proposed changes.
- Provide operational and testing support as part of multi-disciplinary teams across the department and to projects of strategic importance.
- Maintaining appropriate testing records for productivity and automation products.

Core skills to achieve these responsibilities include:

- Process mapping, with high attention to detail and tenacity.
- Strong problem-solving ability, able to test, change and manipulate to get to an anticipated result.
- Ability to map out appropriate and suitable testing matrix's, evaluating results and suggesting actions.
- Ability to work closely with and establish positive relationships with stakeholders.
- Ability to understand, analyse and assess information with report writing, communication and presentation skills.
- You will naturally support, and learn, from the people around you, always looking to do things better.
- An active curiosity and desire to experiment and learn new tools and expanding functionality.

Desirable skills include:

- N/A

Technical knowledge and experience:

- BSc in relevant discipline, or equivalent industry experience.
- Experience working in a modern agile delivery environment (Scrum, Kanban etc)
- Experience with low-code toolsets, including Power Automate, Power Apps etc.
- Familiar with understanding cloud-based products and services supplied to the organisation by external suppliers. Examples: M365, Booking Systems, Jira.
- Familiar with support of specific business functions or processes including an understanding of the DEVOPS approach where development and operational staff work together.

- Aware of the business environment relating to closely associated organisations, including suppliers, partners and other public sector organisations.
- Aware of the IT/ IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.

#### Work Environment:

This is a hybrid role, and the post holder is expected to demonstrate the power of digital tools to work in a hybrid way. This is to be balanced alongside effectively collaborating with colleagues in our offices.

The post-holder will be required to work in an 'agile' way in line with Camden's move to a paperless and flexible work environment.

#### People management responsibilities

- No line management responsibilities.

#### Relationships

- This post reports to the Lead Business Solutions Engineer
- You will work across the Technology Adoption Team, working closely with the team to coordinate activity.
- Liaise with wider systems development staff or software suppliers on the development of system enhancements
- Key internal relationships that will need development include, but are not limited to - User Experience, User Access, IT Service Desk.

#### 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

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

#### 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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.