Senior Applications Analyst

Salary Range: £48,969-£55,797
Location: 5PS
Reports to: Applications Support Manager

LIVE YOUR VALUES

About the role

Are you an ambitious Applications Analyst looking for a new challenge where you can help drive and develop key systems for Camden Council?

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.

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.

The things you'll achieve

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

You are someone with a strong technical aptitude and desire to advance a range of broad technology skills with an emphasis on operations. The successful candidate will demonstrate a positive attitude to problem solving, a desire to advance their, and our, technical and development skills, with an interest in establishing and maintaining sustainable support practices.

- 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

Other important stuff…

People management

There are no line management responsibilities in this role, although if you have the desire and will to progress your career, we can support you in developing your coaching, mentoring and leadership skills. To many of our colleagues, Camden is a career – not just a job.

Work environment

As part of the Applications Support Team, you will have the option to work remotely but are expected to work from our main offices, 5 Pancras Square, in Kings Cross at least one day a week. The office is conveniently located, with excellent local amenities.

Who you will be working with

You'll be joining the Applications Support team, who are part of the broader Applications Group. You will be reporting to the Applications Support Manager. You'll also work closely with colleagues in "Customer, Technology and Data Services" and colleagues from across the organisation

The application process

In keeping with Camden's commitment to inclusion the recruitment to this role is anonymised and supports the objective of reducing the impact of unconscious bias. The application process is supported by a combination of informal conversations, technical tests, and formal panel interviews

Who we are

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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