**Job Profile: Senior Application Analyst (SSI Place)**

**This supplementary information for Senior Application Analyst for is for guidance and must be used in conjunction with the Job Capsule for**

**Job Family: ICT Shared Service Job Level 4 Zone 2, Camden Way Category 4**

**It 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.**

**Role Purpose:**

The Senior Northgate Applications Analyst will provide in-depth technical support, documentation, resolution of operational issues for the Northgate Housing Management version 6 application and modules (**Rents/Allocations**). This role also requires undertaking project work when required.

**Example outcomes or objectives that this role will deliver:**

* Provide on-going technical maintenance and usage support of business applications (Northgate Housing version 6- Allocations & Rents modules)
* Support the application release and deployment management process so that all phases are undertaken before release into production
* Install and configure software upgrades and provide on-going technical maintenance and usage support of business applications, in order to maintain their reliability and business benefits
* Support the movement of Council applications to the Web and assist in the enhancement of mobile applications
* Specify, implement, install and configure new third party business applications to ensure that the solutions meet the needs of the service area, liaising with project managers and suppliers where necessary
* Troubleshooting SQL package, procedure and database functions
* To lead third-line support for resolving application issues that the first line support has been unable to resolve
* To provide on-going technical maintenance of business applications to analyse, define, configure and implement interfaces between business applications to provide integrated solutions of council systems
* Install and configure software upgrades

**People Management Responsibilities:**

Supervise up to 4 analysts.

**Relationships**

Liaising with service users, contractors, suppliers, other departments and agencies as required, both internal and external at all levels

**Work Environment:**

Main office location will be 3-5 Cressy Road, London NW3 2ND. However visiting different locations within Camden, Islington and Haringey as required.

**Technical Knowledge and Experience:**

* Experience of technical application support of Northgate Version 6 in a large organisation
* Use of ITIL practices in a large organisation
* Ability to manage customer expectations and ensure effective communications with colleagues and customers
* Is familiar with the security standards and all relevant legislation that affects security within the defined scope of authority
* Experience of 1st / 2nd /3rd line Support
* Background in Application Administration (New users, maintenance etc.)
* Experience of Performing Application Upgrades
* PL/SQL Query management- Report Writing using SSRS (SQL Server Reporting Services)
* Experience of SSIS (SQL Server Integration Services)
* Managing Batch Processes
* Testing Applications
* Documenting Processes
* Understanding and use of IIS
* Experience of upgrading Windows Servers 2003, 2008 R2, 2012, 2016

**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 visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/>

**Structure Chart**

SSI Place

Applications and Business Solutions

Shared Digital

Camden || Haringey || Islington