**Job Profile: Applications Analyst**

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

**Job Family: ICT Shared Service Job Level 3, Zone 2 Camden Way Category 3**

**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 Applications Analyst will provide user support and technical assistance, investigating and resolving problems reported by users of one or more specific line of business applications. The Applications Analyst will modify and install applications and update relevant documentation to a clear design specification, using standard approaches and techniques to ensure compliance across the Council.

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

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* Provide on-going technical maintenance and usage support of business applications
* Install and configure software upgrades and support the application release and deployment management process so that all phases are undertaken before release into production
* 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
* Analyse, define, configure and implement interfaces between business applications to provide integrated solutions
* Understand the security threats posed by/to applications and devising and implementing security measures
* Provide additional functionality to the business by using the appropriate tool sets to enhance third party applications and develop reports, workflows, web pages and forms and/or new small applications

**Technical Knowledge and Experience:**

* BSc in relevant discipline or equivalent industry experience
* Good working knowledge of application management and support eg new users, maintenance, upgrades, testing and using SQL or other reporting tools.
* Experience of application management in a large organisation
* Able to manage customer expectations and ensure effective communications with colleagues and customers

**People Management Responsibilities:**

None

**Relationships**

Internal

* Operational stakeholders – typically users or Service Managers in Business Units
* Wider Technical teams in ICT and communities

External

* Suppliers

**Work Environment:**

Office based

**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/info/page1>

**Structure Chart**

Head of Applications and Business Solutions

Service Support and Improvement Manager

Senior Application Analysts

Applications Analysts

Application Support