**Job Capsule Supplementary Information: Applications Analyst**

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

**Job Family: Information and Communication Technology Level 3**

**Job Zone: Zone 2**

**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 role of the Applications Analyst is to assist with providing prompt and effective technical support for 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.

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

* Receive and log requests for support from help desk, other service delivery staff and users and prioritise requests in accordance with agreed criteria and the needs of the organisation.
* Investigate application software issues and other requests for support and determine appropriate actions to take.
* Within own area of competence, provide correct responses to requests for support by means of, for example: making system modifications, developing work-arounds or site-specific enhancements, manipulating data, reconfiguring systems, changing operating procedures, training users or operations staff, producing additional documentation, or escalating requests to systems development staff or software suppliers, ensuring all work is carried out and documented in accordance with required standards, methods and procedures.
* Monitor progress of requests for support and ensure users and other interested parties are kept informed and take corrective action to avoid or minimise delays.
* Contribute to the preparation of software implementation procedures with fall back contingency plans
* Investigate potential and actual service problems and recommend solutions.
* Accept 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.
* Liaise with systems development staff/ software suppliers on the development of system enhancements to overcome known problems or further fulfil user needs.
* Working closely with colleagues in the service area maintain current knowledge of the IT estate and operations relating to the service, quantify the needs of the service and contribute to definition of the future state and development of a long-term service strategy that maximises the impact of technology, data and service design.
* Investigate operational issues and problems and devise solutions that will contribute to improvements in the use of systems and/ or new or changed processes/ procedures/ organisation delivering service improvements and efficiencies.

**People management responsibilities**

* No formal line management responsibilities.

**Relationships**

* This post reports to the Applications Support Manager.
* Liaise with systems development staff or software suppliers on the development of system enhancements.

**Work environment**

* 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.

**Technical knowledge and experience**

* BSc in relevant discipline, or equivalent industry experience.
* Familiar with 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.
* Familiar with understanding the products and services supplied to the organisation by external suppliers. Examples: Maintenance of IT infrastructure, maintenance of IT applications, internet connectivity services, system development, software products, security solutions.
* Aware of the business environment relating to the organisation and 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.

**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>