**Job Capsule Supplementary Information: Application Packaging Officer**

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

**Job Family: Information and Communications Technology Level 4**

**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 Application Packaging Officer is to lead on the provision of an efficient and effective application packaging and distribution service; ensuring information, applications and services are maintained in line with the agreed policies, procedures and processes; tested regularly and fully documented. The Application Packaging Officers will also resolve installation issues reported by users and work closely with ICT teams to correct fault and resolve application conflicts.

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

* Create application packages based on strict requirements.
* Thoroughly test packages in the environment in which they will be hosted and make adjustments as necessary to enhance the delivery, functionality, features, or to ensure seamless integration with the platform it will be hosted in.
* Maintain packages from a security and application enhancement perspective (that may require additional packages to be created and distributed).
* Use the appropriate operating systems, hardware and tools to maintain and update the configuration management system, ensuring that appropriate data, forms and configuration items (CIs) are available for use by all authorised personnel.
* Ensure that core software used by applications that are installed on a single device can run together and resolve inconsistencies.
* Liaise with suppliers in the resolution of issues and conflicts with 3rd party products
* Review releases, upgrades and fixes available from system software suppliers and identify those which merit action.
* Distribute created packages via SCCM to endpoint devices
* Create and manage windows images and builds for the organisation.
* Create and maintain extensive documentation during all the packaging process stages including analysis and implementation.
* Maintain awareness of existing and emerging software and hardware solutions and develops upgrade plans.
* Maintain the configuration management system, documenting details of all hardware/software items that have been installed, removed or changed so that configuration management records are fully updated and accurate.

**People management responsibilities**

* No formal line management responsibilities.

**Relationships**

* This post reports to the User Experience and Support Manager.

**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
* Extensive experience and knowledge of
  + packaging (e.g. Wise Studio\InstallShield and\or Flexera AdminStudio)
  + application virtualisation technology i.e. Microsoft App-V (Application Virtualisation) sequencing.
  + Profiling and Publishing Citrix applications
  + VMware (Virtual Machine) environment.
  + Use of scripting languages e.g. VBScripting (Visual Basic Scripting), PowerShell and AutoIt.
  + MSIs (Microsoft Installer type files).
* Knowledge of applications like App-DNA for assisting in upgrade analysis and Xperf (Microsoft Performance Analyser) and Process Monitor for trouble-shooting applications.
* Conversant with basic SCCM (System Center Configuration Manager) technologies for importing packaged applications, deployment and reporting.
* Proficient in understanding the IT / IS infrastructure, operating systems configurations and the IT applications and service processes used within the organisation.
* Proficient in the frameworks and principles on which networks, systems, equipment and resources are based.
* Proficient in testing techniques used to plan and execute software tests of all application components (functional and non-functional) to verify that the software satisfies specified requirements and to detect errors
* Proficient in the use of tools or systems which provides access security control (ie prevents unauthorised access to systems).
* Proficient in the discipline which gives precise control over IT assets by allowing IT management to maintain information about the "configuration items", including hardware devices, computer programs, software licences, documentation, etc. required to deliver an IT service.
* Familiar with telecommunications and networking protocols.
* Familiar with corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role.

**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>