**Job Profile**

**Applications Analyst**

**Level 3, 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 Applications Analyst will provide user support and technical assistance, investigating and resolving problems raised by users of HR and Financial applications through improvements to systems & business processes . The post holder will provide systems administration support to colleagues, undertake business analysis, assist with upgrades and installations of applications, organise & manage small improvements, develop reports and produce/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:**

* To provide on-going support to colleagues for improving all applications the team is responsible for,
* To investigate and work with solution vendors in providing solutions to overcome software or business process issues
* 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
* To support the application release and deployment management process so that all phases are undertaken before release into production
* To install and configure software upgrades and provide on-going technical maintenance and usage support of business applications
* To support the transfer of Council applications to the Cloud and assist in the enhancement of mobile applications
* To provide on-going technical maintenance and usage support of business applications
* To analyse, define, configure and implement interfaces between business applications to provide integrated solutions
* To understand the security threats posed by/to applications that are accessible via the internet, devising and implementing security measures
* To 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
* Experience of undertaking analysis of business and technical processes and solutions
* Experience of application management in a large organisation including systems administration, upgrades, fault resolution, environment management, scheduling etc.
* Change management
* Able to manage customer expectations and ensure effective communications with colleagues and customers
* Good working knowledge of HR and associated systems (ideally Oracle)
* Is familiar with the security standards and all relevant legislation that affects security within the defined scope of authority

**People Management Responsibilities:**

*N/A*

**Relationships;**

* Internal
	+ Operational stakeholders – typically users or Service Managers in Business Units
	+ Wider Technical teams in ICT and communities
* External
	+ Software Suppliers

This post will report to Continuous Improvement Manager

**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/**](https://camdengov.referrals.selectminds.com/togetherwearecamden/)

**Chart Structure**

**Senior Application Analyst**

**Application Analyst**

**Improvement Business Analyst**

**Continuous Improvement Manager**