**Job Profile**

**Senior Application Analyst - SSI Finance**

**Level 4, 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 Senior Applications Analyst is to provide in-depth technical support and documentation for HR and Financial applications and its modules; support the configuration; scripting implementation and maintenance of a defined set of business applications using quality support methods and standards. This role also requires undertaking project work as and when required.

A Senior Applications Analyst will provide 2nd and 3rd line support and resolution of any operational issues.

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

* 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 and usage support of business applications in order to maintain their reliability and business benefits
* To analyse, define, configure and implement interfaces between business applications to provide integrated solutions of Council Systems
* To specify, implement, install and configure new third party line of business applications to ensure that the solutions meet the needs of the service area, liaising with project managers and suppliers where necessary
* Install, configure and test software upgrades

**People Management Responsibilities:**

The Senior Application Analyst has responsibility of managing up to 4 staff

**Relationships;**

To be responsible for providing technical support to a number teams in Corporate Services, other departments and end users. Also liaise with 3rd party suppliers of applications and business partners.

This post will report into Applications Support Manager

**Work Environment:**

Office based

**Technical Knowledge and Experience**

• At least two years’ experience providing technical support for HR and Financial Systems

• Experience of application management, support, change management and its practical application in a large organisation,

• Knowledge of HR and Financial Systems and integration with other Council systems

• An understanding of good IT practice and procedures in relation to the support of cloud solutions, networks, operating systems and upgrade

• Experience of providing 1st and 2nd line technical support to demanding users

• Knowledge of legislation relating to financial controls and associated systems and ability to interpret and implement legislation in a controlled environment.

• The ability to manage customer expectations and ensure effective communications with colleagues and customers. The ability to work under pressure and out of hours to meet tight deadlines

• Good working knowledge of financial controls and associated systems and change management

• Is familiar with the security standards and all relevant legislation that affects security within the defined scope of authority

**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:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Chart Structure**

**Senior Application Analyst**

**Head of HR and Financial Systems**

**Applications Support Manager**