

Job Profile Information: Senior Applications Analyst

This supplementary information for Senior Applications Analyst is for guidance and must be used in conjunction with the Job Capsule for Corporate Services Job Level 4 Zone 2

Camden Way Category 4

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 lead on the provision of prompt and effective technical support of 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:

- Provide application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements. Support often involves close collaboration with the system's developers and/ or with colleagues specialising in different areas, such as database administration or network support, as well as with external system suppliers.
- Assist with scheduling the work of applications support staff, taking account of individuals' abilities and the requirements of the work, ensuring all work is carried out and documented in accordance with required standards, methods and procedures and that any applicable configuration management procedures are adhered to.
- Ensure that requests for support are properly logged, assigned and responded to in a timely manner and according to agreed standards and procedures, ensuring that users and other interested parties are kept informed of progress and that corrective action is taken to avoid or minimise delays.
- Provide advice and guidance on application security, licensing, upgrades, backups, disaster recovery needs etc, to colleagues as required.
- Review releases, upgrades and fixes available from application software suppliers and identify those which merit action, and to develop and implement upgrade plans with fall back contingency plans.
- Configure applications system software to ensure that the functionality is fully exploited.

- In the event of application software failure, collect critical information, analyse all documentation and logs relating to the failure and liaise with suppliers to obtain solutions.

People Management Responsibilities:

- No formal line management responsibilities.
- May from time-to-time mentor and supervise Applications Analysts.

Relationships;

- This post reports to the Applications 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.
- Proficient in 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.
- Proficient in 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.
- Familiar with understanding the business environment relating to the organisation and closely associated organisations, including suppliers, partners and other public sector organisations.
- Familiar with understanding the IT/ IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
- Familiar with techniques for identifying, gathering and validating users' needs in the delivery of IT services.

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 select the attached [HERE](#)

Chart Structure

