Job Title: Business Solutions Engineer
Job Grade: Level 4, Zone 1

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality so that nobody gets left behind. Here's where you can help decide a better future for us all.

A key part of our Digital and Data Services (DDS) department, our Technology Service provides secure, innovative, efficient, and scalable technology solutions and the overall service delivery wrap that empowers our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

About the Team:

The Technology Adoption Team is a dynamic, cross-disciplinary team built with the purpose of fostering a pro-active digital learning culture while working with our users to solve the business problems of today using our growing productivity toolset.

We relish solving business problems alongside our users, supporting colleagues in finding new and exciting ways to work effectively in Camden's hybrid digital world of work. We develop solutions that work, with our users alongside every step of the way, building their confidence with technology through everything we do. We're always curious, love to experiment and test the latest updates across our cloud-productivity toolset to ensure we're delivering the best value to our users and the citizens of Camden.

About the Role:

This role supports the deployment and use of our productivity and low-code automation tools within our departments and teams, while supporting a community of low-code builders. You'll work closely with our users to recommend and develop solutions that will support their daily work, using a passion for solving problems, experimenting, and tackling the challenges our business faces.

The role will implement effective governance, technical support and testing for our tools. Using data insights and user engagement to develop a sustainable environment that promotes adoption and experimentation.

Key Responsibilities for this role include:

- Implementing a framework for systematically working with departments and teams to understand their business needs, leading targeted engagement activity across the business.
  - Leading activities within business areas to elicit business needs that productivity tools and automations can support.
  - Following established methodology for the mapping and analysis of potential automations. Including testing and usability evaluations.
  - Solving problems through the building, testing and experimentation of our productivity and low-code automation tools.
  - Documenting and cataloguing solutions, building a repository for showcasing best practice.

- Review configurations of our productivity tools and low-code automations across the organisation following the established framework, process and policies.
  - Implementing the agreed communication framework to support the organisation and its community of builders through updates and changes.
  - Ensuring training opportunities and content are provided to business owners on tools and low-code automations.
  - Supporting the analysis of the organisations license state for the use of productivity and low-code automation tools, maintaining assignment against our organisation personas.

- Support the investigation and remediation of escalated operational issues and problems related to productivity tools and low-code automations.
  - Supporting the review of data and service metrics to identify trends. Translating these to system configuration changes and improvements to develop a sustainable environment when appropriate.
  - Following establishing standards, methods, and procedures and ensuring all work is carried out and documented for support issues.
  - Implement our testing framework for our productivity and low-code automation toolset.

- Provide technical guidance and support to priority projects across our productivity and low-code automation toolset.
  - Actively contribute to cross-departmental and multidisciplinary teams, planning, directing, coordinating, and executing activities to drive continual improvement.

Core skills to achieve these responsibilities include:

- Strong problem-solving ability, able to test, change and manipulate to get to an anticipated result.
- Ability to map out appropriate and suitable testing matrix's, evaluating results and suggesting actions.
- Ability to work closely with and establish positive relationships with stakeholders.
- Ability to manipulate and interpret data analytics to develop insight and tangible actions.
- Ability to understand, analyse and assess information with report writing, communication and presentation skills.
- You will naturally support, and learn, from the people around you, always looking to do things better.
- An active curiosity and desire to experiment and learn new tools and expanding functionality.

Desirable skills include:

- Background in the configuration of systems and cloud-based productivity products.

Technical knowledge and experience:

- BSc in relevant discipline, or equivalent industry experience.
- Experience working in a modern agile delivery environment (Scrum, Kanban etc)
- Experience with low-code toolsets, including Power Automate, Power Apps etc.
- Experience researching and using Powershell.
- Familiar with understanding cloud-based products and services supplied to the organisation by external suppliers. Examples: M365, Booking Systems, Fax Integration etc.
- Familiar with support of specific business functions or processes including an understanding of the DEVOPS approach where development and operational staff work together.
- Aware of the business environment relating to 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.

Work Environment:

This is a hybrid role, and the post holder is expected to demonstrate the power of digital tools to work in a hybrid way. This is to be balanced alongside effectively collaborating with colleagues in our offices.

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.

People management responsibilities

- Line management responsibilities for the Business Solutions Engineer and Business Solutions and Support Analyst.

Relationships
- This post reports to the Lead Business Solutions Engineer.
- You will work across the Technology Adoption Team, working closely with the team to coordinate activity.
- Liaise with wider systems development staff or software suppliers on the development of system enhancements
- Key internal relationships that will need development include, but are not limited to - User Experience, User Access, IT Service Desk.

Over to you
We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?
Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click here.

Diversity & Inclusion
At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working
At Camden, we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments
Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,