Job Profile

Job Title: **Senior Application Analyst (JIRA Project Role)**
Job Grade: **Level 4 Zone 2**
Salary Range: **£45,042 - £51,870**

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 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.

About our Technology Service

A key part of our Digital and Data Services division, our Technology Service provides innovative, efficient, and scalable technology solutions that empower our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

Our Technology service is responsible for delivering Infrastructure, Information Security, Technology Adoption (Microsoft 365, Digital IQ, and Digital Change), End User Compute (EUC) and IT Support Services across Camden. Our Service Desk currently operates a core service between 08:00 and 18:00 Monday to Friday and provides a point of escalation out of hours via a contracted 3rd party provider.

About the role

We live in an era of digital transformation, at a time in which technology touches everything we do.

This role is seeking someone who is dynamic and self-motivated to deliver a high quality, customer focused JIRA Service Management product that will provide a key contact point for our user community to report non critical IT Support issues and requests, enabling a consistent management and reporting of demand for DDS support services.

The Senior Application Analyst will work closely with all DDS resolver teams, taking responsibility for delivering an agreed programme of work, implementing improvements, new functionality and further developing the minimum viable product currently in place. They will be responsible for the planning, management, administration, automation, and control of all elements of JIRA in line with the agreed core ITIL disciplines such as Incident, Problem, Asset, Configuration management.

This is a fixed term, technical hands-on role.

About you

You will have a proven strong technical delivery background and be passionate about meeting the needs of the entire Council and possess a strong customer ethos, with a flexible 'can do' approach to service delivery.

You will be an established IT professional, someone driven and self-motivated who can work collaboratively with colleagues in IT and across services to understand their needs, using that understanding to help shape an inclusive service while continuously looking for ways to improve the end user experience. While self-service portals and AI-powered chatbots have a role to play, there remains room for the human touch, particularly where empathy is required, or complexity encountered.

You will apply a solutions focus, be naturally curious, not afraid to experiment with new ideas and emerging technologies. Embracing failure as part of the overall learning experience – while continuing to strive for incremental improvements for our users and organisation. You will be an active listener, able to absorb information, understand requirements, create solutions and be confident to make recommendations to stakeholders.

Core skills include:

- Excellent technical and analytical skills, underpinned by an exceptional customer service approach, with attention to detail and significant emphasis on quality of work and a desire to continually improve the end user experience with a particular emphasis on automation of processes where it is feasible to do so.
- Excellent inter-personal skills, able to successfully communicate complex issues coherently and persuasively at all levels using different channels and approaches.
- Excellent organisational skills, planning and prioritising workloads including delivery of project work, ensuring often complex work packages are communicated and tracked, that data is accurately recorded and that you can turn this data into actionable insight.
- Within own area of competence, provide correct responses to requests for support by means of, for example: making system modifications, developing work-arounds or site-specific enhancements, manipulating data, reconfiguring systems, changing operating procedures, training users or operations staff, producing additional documentation, or escalating requests to systems development staff or software suppliers, ensuring all work is carried out and documented in accordance with required standards, methods and procedures.
- Ability to manage the design and delivery of new ITSM capabilities and integrations from conception to completion.
- Own and deliver day to day service support to the ITSM stack ensuring raised issues and events are managed and delivered to the set service levels.
- Manage the design and delivery of new ITSM capabilities and integrations from conception to completion.

Desirable skills include:

- Experience working in a modern agile delivery environment (Scrum, Kanban etc)
- Experience in using agile collaboration tooling, such as Jira and Confluence

Work Environment:

We work in a hybrid way, working both on site in our offices and remotely, to fulfil organisational support requirements.

While we embrace flexible and home working, this is a key role with an expectation that the post holder will spend a proportion of their time working on-site either at our head office in St Pancras or at other sites within the London Borough of Camden.

People Management Responsibilities:
- None – but may be managing resources assigned to delivering project work.

Key relationships:

- This post reports to the IT Service Delivery Manager
- Internal at all levels, particularly the Service Centre and Service Delivery Teams, wider IT service colleagues, and senior leadership support leads.
- External including 3rd party suppliers

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 other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click Diversity and Inclusion for more information on our commitment.

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