Application Analyst

Permanent or FTC role (role profile will be the same, individual posts will be confirmed as one or the other), based in Kingston and Sutton

Grade: G/H bar 28

Position summary

Working in the Application Support team, you'll be responsible for the provision of application support, management and development services.

Role purpose

The role reports directly to an Application Lead and is responsible for the provision of application support, management and development services, either directly to users of the systems or to service delivery functions. Its main purpose is to:

- Resolve incidents and requests for support from service desk, other service delivery staff and/or users
- Work with colleagues to provide responses to requests for support, eg:
    - making modifications to system parameters
    - developing work-arounds or site-specific enhancements
    - reconfiguring systems
    - changing operating procedures
    - training users or operations staff
    - producing additional documentation
    - escalating requests to systems development staff or software suppliers.
- Use application management software and tools to collect performance statistics
- Design test cases and create test scripts and supporting data. Analyse and report test activities and results in a clear and concise manner
- Follow formal procedures to plan and test proposed solutions/upgrades
- Work with users to specify, design and implement new or changed user interfaces or security profiles such as data capture forms, process workflows, web pages
- Undertake analytical activities and deliver analysis outputs in accordance with customer needs and conforming to agreed standards
- Take an active role in user meetings and assist in presenting issues and solutions both orally and in writing
- Act as a point of escalation for application queries from other teams in Digital & IT
- Ensure that all documentation is written, maintained and executed to the highest standards and acts as a champion of the Quality Management System (QMS)
- Work within the ITIL framework.

Main duties of the job for appointment at or progression to Grade G includes:

- Monitor application systems by regular scrutiny of reports from the applications software or service delivery staff. Note problems and performance trends, taking corrective action where required

- Liaise with systems development staff or software suppliers for system enhancements to overcome known problems or further fulfil user requirements
- Take a leading role in the specification of new or changed user interfaces or security profiles
- Take a leading role in the preparation of software implementation procedures with fall back contingency plans. Test new versions of software
- Prepare and maintain operational documentation for relevant system software products
- Advise application users on the correct and effective use of software
- Translate logical designs into physical designs taking account of target environment, performance requirements and existing systems
- Analyse and execute test requirements. Design and build simple test case suites, test scripts, and test procedures, with expected results
- Investigate and model business functions, processes, information flows and data structures, using various methods and techniques.

The person

In order to successfully deliver the responsibilities of the role, you will need to:

- Question and challenge ways of working, with an understanding of the bigger picture in terms of the corporate context and external environment
- Demonstrate agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders within and outside of the organisations
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate innovation and creativity
- Actively engage in positive cross organisational communications and team working
- Communicate clearly, confidently and appropriately with colleagues using the best methods of communication for the task.

Experience
- Experience of complex application support environments
- Knowledge of the IT infrastructure (hardware, databases, operating systems, local area networks etc)
- Familiar with systems supporting specific business functions or processes. Examples: social care, housing management, libraries, customer services, finance
- Familiar with testing techniques used to plan and execute software tests of application components
- Familiar with applications/processes which enable selective access to information held within some form of database or "data warehouse". Examples: Exporting data to a spreadsheet via ODBC, writing SQL statements, using Microsoft SQL Server Reporting Services or Business Objects
- An understanding of ITIL practices and an appreciation of service hand over.

Key activities

Performance

- Works with manager and colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Supports operational plans to ensure that the resources within the teams are used to best effect and impact

Customers and Partners
- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Supports the Councils commitment to community cohesion and valuing diversity and social inclusion

Digital/New Ways of Working
- Uses new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminating paper-based processes wherever possible.

Equality and Diversity
- Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery

Context

Shared Digital & IT Service

Digital and IT is a shared service between Kingston and Sutton Councils providing digital and technology services to both councils as well as a number of arm's length companies. These organisations are all different - in size, their customer groups and their aims. Digital & IT needs to ensure that it is able to deliver against all their organisational priorities through the use of a flexible service delivery model.

Many of the organisations we serve have already undergone significant digital and technological transformation. Digital and IT is committed to delivering great public services that are not only highly effective but also easily accessible. We've championed the digitisation of services as well as adopting a 'mobile first' model to ensure that this commitment is fulfilled. There continues to be great opportunities to revolutionise the way we deliver key services.

The councils are focused on delivering the best possible outcomes for their communities. To do this we need staff who thrive in a networked organisation and who can provide strong leadership.

Our priorities, values and behaviours

Our priorities and values

The council wants to change its relationship with our communities, our partners and the people we serve. This means:

- Enabling communities to do more for themselves
- Enabling people to be independent and be able to flourish

- Enabling good growth for businesses and our communities to thrive
- Enabling our staff to take decisions and be free of unnecessary bureaucracy
- Enabling us to use our resources and assets – human, physical and financial – to the very best effect
- Enabling through services that are 'publicly designed, not necessarily publicly delivered'.

Becoming an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning these priorities are the following values:

- **S**upportive of trying new ideas, with the courage to change direction
- **T**ransparent and connected in all that we think, say and do
- **A**ppreciative of each other, recognising and celebrating success
- **R**espectful of difference and valuing diversity.

Digital & IT Behaviours

In Digital and IT, we want to encourage behaviours that support the values of both of our councils.

- Within teams and across the broader Digital and IT department, we'll be expecting more senior team members to play an active part in developing, mentoring and buddying the less senior members of the team, even if they do not have direct line management responsibility for them. This way, we aim to build a high-performing and flexible team that supports one another and is able to deliver both ongoing service and transformational change for Digital and IT customers and communities.
- All team members have the opportunity to develop and display leadership qualities by taking ownership of the work they do and being committed and present in their interactions with other team members and with our customers
- We expect every member of staff to invest in their own personal development and breadth of experience and capability. This is not achieved purely through formal training courses but also by getting involved, being inquisitive, challenging yourself and seeking out other opportunities to learn and to stay up-to-date with technology and business direction
- We have the responsibility of digitally enabling our councils and communities - so every team member should be an ambassador for our solutions and technologies, whether or not they are in a technical role. We need to set the example by using our digital capabilities and facilities in full and with our customers so that they are inspired by what technology could do for them.