Job Description

Post title: **Application Analyst**
Service area: **Digital Applications & Product**
Grade:**PO1-3**
Reports to: **Application Manager**
Your team:
Number of supervisees: **0**

Our ambition

We're determined to make Islington more equal. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a more equal borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a more equal borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a more equal workplace and foster a culture which empowers all staff to challenge inequality.

Equality is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures

Key responsibilities

The Role:

As an Applications Analyst you are responsible for analysing, implementing, and supporting software applications used by Islington. You will work closely with service users, IDS teams, and vendors to understand application requirements, identify areas for improvement, and ensure the efficient and effective use of our applications.

Key Responsibilities:

1. To evaluate existing software applications, identify gaps, and propose enhancements to meet business needs.
2. Analyse user requirements, conduct feasibility studies, and recommend appropriate solutions.
3. Coordinate with cross-functional teams to deploy and configure software applications. Develop implementation plans, perform system testing, and ensure successful rollout of new applications.
4. Provide ongoing technical support and troubleshooting for software applications. Respond to user inquiries, resolve issues, and maintain application documentation.
5. Collaborate with IT teams to address system errors, bugs, and performance problems.
6. Collaborate with developers and system administrators to integrate applications with other software systems and databases. Ensure data consistency, compatibility, and secure data transfers between applications.
7. Develop and deliver training programs to educate end-users on application functionality, features, and best practices as required. Create user manuals, guides, and training materials to promote efficient application usage.
8. Analyse application data and generate reports to support decision-making processes. Identify trends, patterns, and insights to optimize application performance and drive business improvements.
9. Collaborate with software vendors to understand product roadmaps, upgrades, and patches. Evaluate vendor proposals, assist in negotiating contracts, and manage relationships to ensure the organization receives optimal support and value.
10. Stay updated with emerging technologies, industry trends, and best practices related to software applications. Proactively identify opportunities to enhance application functionality, streamline processes, and improve the user experience.
11. Receive and log requests for support from help desk, other service delivery staff and users and prioritise requests in accordance with agreed criteria and the needs of the council.
12. Investigate application software issues and other requests for support and determine appropriate actions to take.
13. 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.

14. Monitor progress of requests for support and ensure users and other interested parties are kept informed and take corrective action to avoid or minimise delays.
15. Contribute to the preparation of software implementation procedures with fall back contingency plans
16. Accept new releases of applications software from systems development staff or software suppliers, analyse change requests and follow formal procedures to plan and test proposed changes.
17. Liaise with systems development staff/ software suppliers on the development of system enhancements to overcome known problems or further fulfil user needs.
18. Working closely with colleagues in the service area maintain current knowledge of the IT estate and operations relating to the service, quantify the needs of the service and contribute to definition of the future state and development of a long-term service strategy that maximises the impact of technology, data, and service design.
19. Investigate operational issues and problems and devise solutions that will contribute to improvements in the use of systems and/ or new or changed processes/ procedures/ organisation delivering service improvements and efficiencies.
20. Implement and enforce robust security measures for applications by conducting regular assessments, vulnerability scans, and penetration tests to identify potential risks and vulnerabilities. Collaborate with cross-functional teams to develop and implement necessary security patches, updates, and configurations, ensuring that applications remain resilient against emerging security threats. Stay up-to-date with industry best practices and trends in application security to proactively recommend and implement improvements, maintaining a high level of protection for sensitive data and ensuring compliance with relevant security standards and regulations.

Resources and Financial Management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Work style

Flexible/Office Based – The postholder is expected to be onsite (currently 222 Upper Street) one day a week and/or as directed by their line manager.

The IDS Service hours are Mon-Fri, 8am to 5.30pm, and you will be required to work as directed within these core hours. You may also be asked to carry out essential maintenance work outside of these core hours.

Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure you address each of the criteria as this will be assessed to determine your suitability for the post.

Assessment Guide

A = Application
I = Interview
T = Test

Essential Criteria

Qualifications

Essential criteria	Criteria description	Assessed by
1	Bachelor's degree in Computer Science, Information Technology, or a related field	A/I
2	Minimum of 1 years of experience as an Applications Analyst or similar role.	A/I

Experience

Essential criteria	Criteria description	Assessed by
3	Strong understanding and experience of software applications, databases, operating systems, and programming languages relevant to the council's technology stack.	A/I
4	Experience in troubleshooting and resolving issues related to software applications employing a logical and analytical approach to problem-solving, with the ability to identify root causes and develop effective solutions.	A/I
5	An understanding of the council's business processes and how software applications support those processes. Experience of collaborating with business stakeholders to gather requirements, translate them into technical specifications, and ensure that the applications meet the business needs.	A/I
6	Experience with project management methodologies in managing tasks, timelines, and resources effectively such as agile PM, Prince2.	A/I
7	Experience and familiarity with software testing methodologies and experience in conducting testing activities to ensure the quality and	A/I

Essential criteria	Criteria description	Assessed by
	reliability of applications. This may include creating test plans, executing test cases, and reporting and resolving any defects or issues.	
8	Experience of creating robust documentation and delivering end user training.	A/I

Skills

Essential criteria	Criteria description	Assessed by
9	Strong technical skills. This includes a solid understanding of software applications, databases, operating systems, and programming languages, e.g. SQL, Java, Python, .NET, and various database management systems.	A/I
10	Strong understanding of software applications and their lifecycle	A/I
11	Ability to work independently and manage multiple tasks simultaneously	A/I
12	Strong analytical and critical thinking skills. Skilled problem solver who can identify and resolve issues efficiently. This involves analyzing complex problems, troubleshooting software and system errors, and implementing effective solutions.	A/I
13	Strong attention to detail and commitment to quality.	A/I
14	Effective communication skills to interact with various stakeholders, including technical teams, business users, and management to gather requirements, convey technical information, and in collaborating with different teams.	A/I
15	Project management skills, including task planning, resource management, and time management to enable successful delivery of projects within defined timelines and budgets.	A/I
16	Ability to create user documentation, technical specifications, and training materials to help users understand how to effectively use applications and ensure smooth user adoption and proficiency.	A/I
17	An understanding of software testing methodologies and experience in conducting testing activities.This includes creating test plans, executing test cases, and ensuring the	A/I

Essential criteria	Criteria description	Assessed by
	quality and reliability of applications. Knowledge of automated testing tools and techniques beneficial.	
18	A willingness to learn and adapt to new technologies, tools, and trends is important for an Applications Analyst. Staying up to date with industry advancements and continuously enhancing technical skills is valuable.	A/I

Stepped Grade Breakdown

PO1 Applications Analyst:

Responsibilities:
1. Assist in evaluating existing software applications and proposing enhancements.
2. Participate in deploying and configuring software applications.
3. Provide basic technical support and troubleshooting for applications.
4. Collaborate with IT teams to address system errors and bugs.
5. Assist in integrating applications with other software systems and databases.
6. Help develop and deliver basic training programs for end-users.
7. Assist in generating simple reports to support decision-making.
8. Contribute to maintaining application documentation.

Qualifications:

1. Bachelor's degree in Computer Science, Information Technology, or related field.
2. 1 year of experience in a relevant role or internship.
3. Basic understanding of programming languages and databases.
4. Problem-solving skills and analytical mindset.
5. Good communication skills.
6. Ability to work as part of a team.

PO2 Applications Analyst:

Responsibilities:

1. Evaluate and propose enhancements for software applications.
2. Coordinate and assist in deploying and configuring applications.
3. Provide technical support and troubleshooting for complex application issues.
4. Collaborate with cross-functional teams to address system errors and bugs.
5. Assist in integrating applications with other systems and databases.
6. Develop and deliver training programs for end-users.
7. Analyze application data and generate reports for decision-making.
8. Collaborate with software vendors and manage relationships.
9. Assist in staying updated with emerging technologies and trends.
10. Contribute to software implementation procedures.

Qualifications:

1. Bachelor's degree in Computer Science, Information Technology, or related field.

2. 2-4 years of experience as an Applications Analyst or similar role.
3. Strong understanding of programming languages, databases, and operating systems.
4. Problem-solving skills and ability to analyze complex issues.
5. Effective communication and interpersonal skills.
6. Familiarity with project management principles.
7. Experience in software testing methodologies.
8. Ability to collaborate across teams.

PO3 Applications Analyst:

Responsibilities:

1. Evaluate, enhance, and optimize software applications.
2. Lead deployment, configuration, and rollout of applications.
3. Provide advanced technical support and troubleshoot complex issues.
4. Drive integration of applications with other systems and databases.
5. Develop and deliver comprehensive training programs.
6. Analyze application data for insights and optimization.
7. Manage relationships with software vendors and assess proposals.
8. Stay updated with emerging technologies and industry trends.
9. Contribute to software implementation procedures and contingency plans.
10. Investigate and devise solutions for operational issues and improvements.
11. Contribute to the long-term service strategy involving technology and data.

Qualifications:

1. Bachelor's degree in Computer Science, Information Technology, or related field.
2. Minimum of 3 years of experience as an Applications Analyst or similar role.
3. Expertise in programming languages, databases, and operating systems.
4. Strong analytical and problem-solving skills.
5. Excellent communication and interpersonal skills.
6. Proficient in project management methodologies.
7. In-depth experience with software testing and quality assurance.
8. Proven ability to collaborate across teams and manage relationships.
9. Strategic thinking and ability to contribute to service strategy.
10. Continuous learning and adaptability to new technologies.

Special requirements of the post

(Insert any special requirements of the post. Delete if they do not apply.)

Essential criteria	Criteria description	Assessed by
19	This role will require you to obtain an Enhanced/Standard/Basic satisfactory clearance from the Disclosure and Barring Service	A
20	This post needs to meet the requirement of the Baseline Personal Security Standard	A
21	Other special requirement(s) (Please state)	A

Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.