

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Application Analyst	Grade:	PO2
Reports to (Designation):	Application Specialist – Enterprise Applications	Grade:	PO5
Directorate:	Corporate Resources	Section:	IT & Digital services

Main Purpose of the job:

Responsible for development, planning, implementation, management, maintenance and support of the council's IT Corporate systems

Responsible for ensuring compliance with legislation, local policies and procedures for information management

Monitor performance of approved IT suppliers. Investigate and resolve problems with service provision.

Responsibility for observing council's procedures and maintaining financial regulations.

Contribute to development of IT security policy and standards.

Contribute to the development and testing of systems architecture across the corporate directorate.

Contribute to IT projects as required.

Contribute to multiple applications within the portfolio as required.

Work closely with the Shared ICT Services to ensure Incident/Problem Management and be informed of Change control management.

Ensure SLA's are met for the Service Helpdesk.

Summary of Responsibilities and Personal Duties:

A. Strategy and Architecture

1. Responsible for integrity of information on systems across the Council, ensuring it is accessible and secure.
2. Manage risks around information storage and use, complying with Council policies and standards.
3. Carry out security risk assessments and analysis of business impact for information systems Council-wide. Recommend solutions or remedial action where required.
4. Contribute knowledge and research to development of council's IT policies and strategies

5. Contribute to the business continuity planning process by identifying systems supporting critical business processes and assessing risks to the availability and integrity of these systems.

B. Business change

1. Manage small projects, from initiation through to formal completion. Manage, supervise and instruct consultants and contractors on a range of IT projects and contracts
2. Investigate operational change requirements, problems and opportunities, identifying and where necessary implementing appropriate solutions.
3. Contribute to selection of business analysis processes and standards during change programmes to ensure systems meet business requirements. Undertake analysis to provide reports on outcomes to senior management.
4. Undertake the analysis of stakeholder objectives and business needs and recommend improvements to information systems.
5. Specify and develop tests for new or updated systems to ensure they meet business requirements. Draft instructions for UAT. Report results to senior management and recommend changes where necessary
6. Develop and deliver relevant training to support new processes and systems.
7. Provide advice to managers on sustainability issues. Assess use of energy and resources, recommending improvements to processes.

C. Solutions development and implementation

1. Analyse corporate requirements, undertake business analysis and establish quality assurance tests to maintain or improve processes.
2. Scope small to medium sized systems change initiatives and proposals. Manage requests for changes to current systems and identify and report on potential impact on business objectives and standards.
3. Assess and communicate standards for system use and design.

D. Service management/Procurement management and support

Service management

1. Maintain and monitor financial records to ensure compliance with legislation, Council rules and procedures and audit requirements. Provide financial advice and guidance to managers.
2. Monitor service delivery against service level agreements. Identify areas where service levels need to be improved. Take action with providers to improve service levels, reporting findings to senior management.
3. Provide client engagement process for services we provide to others.
4. Provide applications support at all levels and advice to all systems users including the service helpdesk.

5. Provide application and process advice, maintenance and support services to users. Monitor systems performance. Investigate and resolve systems or user problems by providing advice or training to users on the operation and correct use of the system.
6. Ensure all developments and improvements are undertaken according to local, professional and corporate standards and system conventions.
7. Undertake Change Management in conjunction with all appropriate system or policy owners.
8. Investigate security breaches according to Council procedures and recommend remedial action. Maintain security records, ensuring they are current and compliant with procedures and relevant legislation.
9. Act as a Systems Administrator and or Key System Owner, as appropriate, within specified area of responsibility.
10. Investigate and resolve incidents and problems with systems, liaising with external suppliers. Ensure incidents and requests for assistance are handled promptly and in accordance with agreed procedures. Keep clients updated on progress of their request.
11. Responsible for the design, delivery and analysis of ad hoc and regular system reports and management information using a variety of data query tools.
12. Monitor training budget spend and assess quality of training provided in terms of effectiveness and value for money providing regular reports to management.
13. Manage on-demand service(s), ensuring quality, costs and timescales met.
14. Identify business opportunities for Council reprographics and digital imaging services and provide customers with competitive quotes
15. Contribute to provide response to Freedom of Information requests.
16. Represent Lewisham and or Lewisham systems at partnership, peer/user groups or similar

Procurement management and support

17. Monitor performance of approved suppliers, including collecting performance data, to ensure provision of satisfactory levels of service. Investigate and resolve or escalate any problems with services.
18. Ensure process quality standards are maintained and adhered to. Update and communicate new and updated quality standards.
19. Develop plans to review IT activities and processes, ensuring they comply with Council policies and directives. Analyse results and prepare reports for management on the conformity of the reviewed process or activity.
20. Responsible for provision of Project Office Services for small projects. Provide detailed advice and guidance on project management software, procedures, processes and techniques. Advise project managers on project proposals. Provide support for project control boards and quality review meetings.

Internal Contacts: These include the users of the systems; internal IT Teams.

External Contacts: This will include vendors

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Staff may be required to undertake work as directed from the range of portfolios contained in the Job Description, to meet business needs. There will be opportunities for staff to receive relevant training and support as appropriate to develop and enhance their knowledge and skills.

Consideration will be given to restructuring the duties of this post for a disabled post holder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title:	Grade	No of posts
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Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: Application Analyst

POST NO: 55600

DEPARTMENT: IT & Digital Services

GRADE: PO2

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

Commitment to implement the Council's Equal Opportunities policies.

Awareness of Equal Opportunities issues.

S1

Knowledge

Knowledge of Oracle Cloud ERP modules including Accounts Payables, Accounts Receivables, General Ledger, Assets, Procurement, Projects, Budgetary Control, OTBI/BI Publisher

S2

Knowledge of change management processes, systems configuration and testing techniques

S3

Knowledge and understanding of Local Authority IT functions and requirements

Knowledge of Local Authorities' legal responsibilities under IT legislation, including Data Protection Act and Freedom of Information Act

Knowledge and understanding of IT disciplines relevant to the role

S4

Aptitude

Ability to use own initiative

Flexible and adaptable approach

Skills

Excellent written and verbal communication skills. Ability to communicate at all levels with clients, colleagues, partners and external organisations.

High level IT skills

Good analytical skills to resolve complex problems

Good partnership working skills

Ability to recognise and manage the competing needs and priorities of all our system users including internal and external customers and providers

Experience

Experience of providing technical support for Oracle Cloud ERP modules including Accounts Payables, Accounts Receivables, General Ledger, Assets, Procurement, Projects, Budgetary Control, OTBI/BI Publisher **S5**

Experience of maintaining Oracle Cloud ERP modules to meet business requirement and troubleshoot and fix issues **S6**

Experience of using IT service desk systems to manage user queries through to resolution **S7**

Experience of resolving IT problems for and providing solutions to business areas

Personal Qualities

Strong team player

Circumstances

A CRB or enhanced CRB check may be required depending on the portfolio being undertaken

Physical

Good general health.

Able to attend meetings / site visits in locations both inside and outside of the borough.

Able to use computer, telephone, and read correspondence.

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