

Application Analyst

- Grade: PO1-3
- Reports to: Application Manager
- Direct reports: 0
- Your team: Digital and Product Application Team
- Service area: Digital Applications & Product
- Directorate: Resources

Special requirements of the post

Workstyle: Flexible/Office Based (currently 222 Upper Street) one day a week and/or as directed by their line manager.

This post requires a DBS check at the appropriate level (Basic)

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.

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

Application Analyst will play a crucial role in evaluating, implementing, and supporting the software applications used by Islington that keep our council running smoothly. 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

- To evaluate existing software applications, identify gaps, and propose enhancements to meet business needs.
- Analyse user requirements, conduct feasibility studies, and recommend appropriate solutions.
- Coordinate with cross-functional teams to deploy and configure software applications. Develop implementation plans, perform system testing, and ensure successful rollout of new applications.
- Provide ongoing technical support and troubleshooting for software applications. Respond to user inquiries, resolve issues, and maintain application documentation.
- Collaborate with IT teams to address system errors, bugs, and performance problems.
- 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.
- 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.
- Analyse application data and generate reports to support decision-making processes. Identify trends, patterns, and insights to optimize application performance and drive business improvements.
- Collaborate with software vendors to understand product roadmaps, upgrades, and patches. Evaluate vendor proposals, assist in negotiating contracts, and manage relationships to ensure the organisation receives optimal support and value.
- 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.
- 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.
- Investigate application software issues and other requests for support and determine appropriate actions to take.
- 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.
- 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.
- Contribute to the preparation of software implementation procedures with fall back contingency plans
- 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.

- Liaise with systems development staff/ software suppliers on the development of system enhancements to overcome known problems or further fulfil user needs.
- 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.
- 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.
- 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.

Budget responsibilities

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 adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Bachelor's degree in computer science, Information Technology, or a related field or minimum of 1 years of experience as an Applications Analyst or similar role.	Essential
2	Strong understanding and experience of software applications, databases, operating systems, and programming languages relevant to the council's technology stack	Essential
3	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.	Essential
4	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.	Essential

Point	Criteria description	Essential/desirable
5	Experience with project management methodologies in managing tasks, timelines, and resources effectively such as agile PM, Prince2. Project management skills, including task planning, resource management, and time management to enable successful delivery of projects within defined timelines and budgets.	Essential
6	Experience and familiarity with software testing methodologies and experience in conducting testing activities to ensure the quality and reliability of applications. This may include creating test plans, executing test cases, and reporting and resolving any defects or issues	Essential
7	Experience of creating robust documentation and delivering end user training.	Essential
8	Strong understanding of software applications and their lifecycle	Essential
9	Strong analytical and critical thinking skills. Skilled problem solver who can identify and resolve issues efficiently. This involves analysing complex problems, troubleshooting software and system errors, and implementing effective solutions.	Essential
10	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	Essential
11	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	Essential
12	An understanding of software testing methodologies and experience in conducting testing activities. This includes creating test plans, executing test cases, and ensuring the quality and reliability of applications. Knowledge of automated testing tools and techniques beneficial.	Essential

Stepped Grade Breakdown

PO1 Application Analyst Responsibilities

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

Qualifications

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

PO2 Application Analyst Responsibilities

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

Qualifications

- Bachelor's degree in computer science, Information Technology, or related field.
- 2-4 years of experience as an Applications Analyst or similar role.
- Strong understanding of programming languages, databases, and operating systems.
- Problem-solving skills and ability to analyse complex issues.
- Effective communication and interpersonal skills.
- Familiarity with project management principles.
- Experience in software testing methodologies.
- Ability to collaborate across teams.

PO3 Application Analyst Responsibilities

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

Qualifications

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

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.