Yorkshire Housing Role Profile

Job title:	Applications Analyst (Workday)	Leader of others:	No
Reports to:	Senior Applications Analyst	Contract type:	Agile - Homeworking
Business Area	Technology, Insight and Change	Budget holder?	No

Role purpose

The Applications Analyst (Workday) will work as part of a team to implement, develop, integrate, manage, support and maintain all business information systems, but with specific emphasis on the Workday application.

They will transition new applications, systems and services into 'business as usual' support and maintenance. The role holder will ensure that performance and security is maintained and will deliver upgrades, fixes and product enhancements in a controlled environment.

They will liaise with third-party software suppliers for the systems under their remit and will support both the operational environment and the Change Portfolio, acting as subject matter expertise to ensure a smooth transition of all change into operations.

As part of the Technology, Insight and Change Directorate, the role holder will work collaboratively with their peer group and the wider business to strive to deliver an exceptional colleague and customer experience.

Key responsibilities

Technology Operations

- Future thinking by horizon scanning for developments in Technology, to ensure best use of available and emerging technology.

- Undertake the phasing out of redundant technology

- Deliver within established SLAs to drive a customer focused performance culture

- Transition new applications from development into production "business as usual" operations, ensuring the delivery of non-functional requirements

- Contribute to a culture of continuous improvements across Yorkshire Housing and continually challenge to improve processes, procedures, standards and approaches.

- Support major Technology incident recovery and contribute to effective disaster recovery plans and methods to ensure business continuity.

- Undertake 2nd and 3rd line support, advice and guidance to end users, typically following escalation from the Technology Service Desk, including developing knowledge base articles and procedures to enable users to self-serve

- Carry out maintenance, system administration and monitoring routines to ensure systems and database stability, data integrity, resilience, security and compliance

- Follow Change Management procedures when deploying live systems, including coordinating and carrying out user acceptance testing

- Execution of testing and installation software patches, updates and releases ensuring minimal disruption to users

- Continually improve processes, procedures and standards

- Maintain effective communication with existing business information system providers and other relevant third-party organisations to ensure issues are resolved promptly, and to maintain Yorkshire Housing awareness of product roadmaps.

- Attend external user groups and account review meetings with suppliers as required

- Develop effective relationships with other organisations using the same business information systems and keep abreast of new developments, and technologies to ensure that Yorkshire Housing implementations reflect current thinking and good practice

Portfolio Delivery

- Provide specialist technical support and assistance to the portfolio ensuring that architectural designs are translated into operational systems and processes.

- Act as SME to deliver critical Technology projects and upgrades, ensuring systems are kept up to date and are delivering the needs of the business.

- Creation of nonfunctional requirements and promote a culture of security by design across Yorkshire Housing

- Document all customisations to ensure future supportability.

- Provide technical support to the Portfolio Delivery Team in relation to technical issues

Communication & engagement

- Form positive close working relationships with stakeholders across Yorkshire Housing

- Communicate technical issues in a clear and coincide way which can be understood by a non-technical audience

What you'll bring to the role

The main things:

- Relevant Workday technical certification

- Ability to provide technical expertise, guidance and assurance to a complex change portfolio

- Experience undertaking 'BAU' operations, administration, maintenance and support of business information systems including transition from Change to 'BAU'

- Great communication and interpersonal skills, with an approachable style.

- Excellent analytical and problem-solving skills

- Experience of testing, including creating test plans and recording results

- Adapt at working to deadlines amidst competing priorities

- Experience of delivering 2nd and 3rd line support

- Proficient in the use of Microsoft Office products

- Organised and self-motivated, able to work in a team and with minimal supervision

- Experience of administering and supporting business information systems

- Experience of testing, including creating test plans and recording results
- Willing to work outside of normal business hours, on an occasional basis

A bonus if you have:

- Experience of working in a structured ITIL aligned culture
- A bachelor's degree, or equivalent, in a technical, business or finance discipline.
- ITIL Foundation qualification
- Experience of administering and/or supporting housing sector specific systems software and applications
- Experience of maintaining, administering and supporting integrations between systems

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.
Be curious • Think differently • Ask questions • Keep learning.
Make it happen • Own it • Do it • Be empowered.
Achieve impact • Do things that matter • Deliver results • Show pride and passion.
Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.