

# Applications Analyst

Job details	
Directorate:	<b>Technology &amp; Change</b>
Business Function:	IT Operational Services
Team:	Application Services
Grade:	Specialist B
Reports to:	Application Services Manager
Line management responsibilities:	No
Location:	London

## Role overview

The Applications Analyst is responsible for the support, maintenance, and continuous improvement of the Law Society's business-critical applications.

The role ensures that core systems are reliable, secure, and aligned with organisational needs, enabling colleagues and members to work effectively.

Working closely with business users, IT colleagues, and external partners, the post holder acts as a key link between business requirements and technical solutions. The role supports both day-to-day operations and ongoing improvement of systems that underpin member services and internal processes.

## Core duties of the role:

The post holder will:

### Application Support & Operations

- Provide 2nd and 3rd line support for core business applications, including Dynamics 365 (Customer Engagement) and Power Platform

- Investigate and resolve incidents and problems, carrying out root cause analysis and implementing preventative actions
- Monitor system performance, availability, and data integrity, identifying and addressing risks proactively
- Support and maintain integrations, interfaces, and scheduled processes

### **Change & Continuous Improvement**

- Configure and enhance applications to meet evolving business needs, ensuring appropriate testing and documentation
- Support system upgrades, patches, and releases in collaboration with internal teams and suppliers
- Identify opportunities to improve system usability, performance, and efficiency, and contribute to delivery of improvements

### **Stakeholder Engagement**

- Work closely with colleagues across the organisation to understand requirements and resolve issues
- Provide advice and guidance on application functionality and best practice
- Liaise with third-party suppliers to manage incidents, changes, and service performance

### **Governance, Security & Compliance**

- Ensure applications comply with information security, data protection (GDPR), and regulatory requirements
- Maintain accurate and up-to-date documentation, including system configurations and support procedures
- Support audit, risk management, and compliance activities

### **Project Delivery**

- Contribute to projects involving application changes or new system implementations
- Support user acceptance testing (UAT), training, and go-live activities
- Assist with data migration and system decommissioning where required

### Skills and attributes:

Criteria (knowledge, skills and attributes)	Assessment stage
Experience supporting and maintaining business applications	Application Form
Experience of configuring systems and delivering enhancements	Application Form
Experience of Dynamics 365 (Customer Engagement) and/or Microsoft Power Platform	Application Form
Experience working with third-party suppliers or vendors	Application Form
Awareness of information security, GDPR, and compliance requirements	Application Form
Strong analytical and problem-solving skills, with the ability to diagnose and resolve issues effectively	Interview
Ability to work collaboratively with both technical and non-technical stakeholders	Interview
Good organisational and documentation skills	Interview
Understanding of system integrations, data flows, and interfaces	Interview

Organisational chart

