

APPLICATION SYSTEMS ANALYST

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community <i>A City where people have the opportunity to connect and flourish</i>	Prosperous Economy <i>A City with a thriving economy that enriches its local community</i>	Clean And Green City <i>A City that values its natural environment</i>	Places For People <i>An accessible City where people love to be</i>
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Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference We serve our community well <ul style="list-style-type: none">• Deliver public good• Improve the quality of people's lives• Community focussed• Deliver Council's City Plan	Grow & Improve We improve our work everyday <ul style="list-style-type: none">• Innovate• Continuously improve• Problem solve• Adapt & change• Engage the community• Shape the future	Better Together We collaborate & create to deliver meaningful outcomes <ul style="list-style-type: none">• Trust, honesty, integrity• Care & support each other• Work as a team• We celebrate success• We are accountable• Open communication
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The position is:

Position Title	Application Systems Analyst		
Department & Section	Corporate Services – Information Technology		
Team	Digital Innovation		
Reporting to	Team Leader Digital Innovation		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 4		
Position Number	1122 3128	Prescribed Position:	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>

How does this position contribute to our community?

Provides effective support for the organisation’s core applications and reporting systems in a diverse multi-vendor, multi-site environment.

What does the position do?

- Maintain effective administration and maintenance for the Council’s core applications, ensuring system availability, data integrity and confidentiality is maintained.
- Acts as a key project resource, contributing technical expertise to the planning, design, implementation, and post-implementation support of application system initiatives.
- Performs data migration activities, including data analysis, development of SQL scripts, and execution of ETL processes to support system implementations and upgrades.
- Supports the design, integration, and ongoing optimisation of AI-enabled applications and systems to enhance business processes and decision-making.
- Exercises initiative and professional judgement to diagnose and resolve complex application, data integration issues where documented solutions are limited or unavailable, assessing risk, business impact and security considerations.
- Provides advanced end-user and system support for the Council’s core applications and reporting environment, resolving escalated or non-routine issues beyond standard service desk procedures.
- Manages multiple competing priorities across operational support, project work and stakeholder requests, planning and coordinating work to meet agreed service levels and project timelines.
- Effectively liaise with vendors, contractors and external stakeholders coordinating activities and providing technical advice.
- Other reasonable duties as required.
- Work at other locations within Council if required.

What outcomes does the position deliver?

- Robust, reliable and secure software solutions and database reports, that are delivered with accountability for data integrity, confidentiality, availability requirements and compliance with cyber security controls.
- Support data migration activities.
- Successful delivery of quality solutions and project components within scope, time, and quality expectations, ensuring application solutions meet business requirements.
- Accurate and efficient data migration outcomes, with validated data, reliable transformation processes, and minimal disruption to business operations.
- Delivers reliable, secure, and scalable AI solutions that improve operational efficiency, data-driven insights, and organisational innovation.

POSITION DESCRIPTION

- Streamlined and efficient business processes through the implementation of software and systems used across the Council.
- End user support that is highly valued and appreciated.
- A valued team member that contributes to the delivery of:
 - Executing end user related support tasks.
 - Exercising initiative and judgement.
 - Solving complex software faults and problems.
- Protection of Council's information assets by maintaining a working understanding of and achieving compliance with Council's cyber security controls.

The behaviours we expect the position to contribute to our workplace are:

- Customer-focused and passionate about delivering for our community
- Alignment to PAE Values and Code of Conduct
- Communicates complex and technical information clearly to non-technical stakeholders, providing advice and recommendations to inform decision-making.
- Proactively seeks clarification and information, demonstrating initiative through research, problem investigation, and solution development.
- Effectively manages multiple competing and changing priorities, planning and coordinating own work whilst remaining organised and responsive in dynamic work environments.
- Maintains composure and sound judgement when operating under pressure or during high-demand situations.
- Actively engages with stakeholders, building open, respectful communication channels and contributing confidently to discussions.
- Willingly contributes outside of core responsibilities when needed, supporting team objectives and shared outcomes.
- Shares knowledge, insights, and lessons learned, contributing to continuous improvement through documentation and information sharing.

Qualifications for the position

- Tertiary Qualifications in Information Technology, Information Systems or similar.

Experience

- Demonstrated experience providing specialist application and technical support in a complex, multi-vendor, multi-site enterprise environment.
- Demonstrated experience applying advanced SQL database knowledge to support reporting, data migration and system integration activities.
- Experience using a service desk system in line with reaching customer SLA.
- Experience in ITIL guidelines, such as Incident, Problem and Change management, etc.
- Experience with supporting and maintaining Technology One or Salesforce CRM is desirable.

Knowledge

- Sound discipline knowledge of enterprise application systems (ERP, CRM, records management and reporting platforms), including their integration, data flows and business use that are typically used in a diverse multi-vendor, multi-site environment.
- A working knowledge of computer operating systems and applications.
- An understanding of the principles for supporting on-premises and cloud environments.
- An understanding of physical and virtual operating environments.
- Knowledge of database management systems and reporting and analysis tools.

Information Management/Cyber Security

- Appropriate information management practices are implemented.

POSITION DESCRIPTION



- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.