

SENIOR APPLICATIONS ANALYST

Position Level: L5

Location: Perth

Effective Date: June 2026

Responsibilities

The Senior Applications Analyst is responsible for supporting, administering and continuously improving Pilbara Ports' enterprise applications portfolio, including specialist operational and business systems such as Marine, Terminal, Risk and Safety Operational applications and other non-ERP platforms. The role provides application expertise across the full lifecycle of these systems, including configuration, support, vendor coordination, minor enhancements, integration support, testing, user engagement and governance.

Reporting

The Senior Applications Analyst reports to the Applications and Data Manager.

Accountabilities

Result Area	Major Activities
1. Safety and People:	• Further a safe, inclusive, and collaborative workplace, that supports the mental health and wellbeing of self, and others. • Identify actions and changes leading to continuous improvement of safe work environments; both physically and psychologically. • Lead and implement practices that improve safety and inclusion as outlined in the Leadership Capability Framework.
2. Integrated Management Systems:	• Develop and oversee the systems that ensure Pilbara Ports complies with all applicable codes, as well as its legal and statutory requirements. • Comply with and demonstrate a positive commitment to organisational processes and ISO Management Systems including Quality, Environment, Safety and Information Security.
3. Enterprise Applications Support and Improvement:	• Provide expert support, administration and configuration for Pilbara Ports' enterprise applications portfolio, including specialist systems across Marine, Terminal, Risk and Safety Operations. • Investigate Level 2 and 3 incidents and service requests, perform root cause analysis, coordinate resolution with vendors and internal teams, and ensure timely restoration of service. • Work with business stakeholders to capture requirements, assess improvement opportunities and implement minor enhancements, configuration changes and release activities. • Support application governance activities including testing, documentation, change control, security access reviews, audit support and lifecycle management. • Maintain strong knowledge of system integrations and data flows between enterprise applications and collaborate with technical teams to support reliable interfaces and data integrity.

4. Application Analysis, Testing and Vendor Coordination:	- Analyse business processes and application issues to identify practical solutions that improve reliability, usability and operational effectiveness. - Prepare functional specifications, test plans, test scripts and release documentation to support controlled changes across the enterprise applications environment. - Coordinate with application vendors and service providers on incidents, defects, upgrades, licensing, support cases and enhancement opportunities. - Support integration testing, data validation and troubleshooting activities in partnership with infrastructure, cyber security, data and business teams. - Develop and maintain application support documentation, user guides, knowledge articles and operating procedures to improve support maturity and knowledge transfer. - Provide expert advice to business stakeholders on system capabilities, constraints, risks and improvement options across supported non-Oracle applications.
5. Stakeholder Support, Training and Service Improvement:	- Build strong working relationships with application owners, operational users and vendors to ensure enterprise applications meet business needs and service expectations. - Deliver user support, training, guidance and communications that improve adoption, effective use and confidence across supported applications. - Identify recurring issues, process bottlenecks and support trends, and recommend improvements to system design, support processes and vendor performance. - Contribute to service reporting, application roadmaps, risk management and continuous improvement initiatives led by the Applications and Data Manager. - Participate in project activities relating to enterprise applications, including deployments, upgrades, transition to operations and business readiness support.
6. Collaboration, Governance and Professional Contribution:	- Promote Pilbara Ports' strategic direction and contribute positively to Technology team culture, collaboration and customer service. - Work effectively across Technology and business teams to ensure supported applications remain secure, stable, compliant and aligned to operational priorities. - Contribute specialist input into budgeting, planning, risk identification, audit responses and prioritisation for the enterprise applications portfolio. - Mentor peers and share knowledge within the team to uplift support capability, documentation quality and consistency of service delivery.
7. Other duties:	Undertake other duties as directed by the Applications and Data Manager.

Selection Criteria

Qualifications:

- Tertiary qualifications in Information Technology, Information Systems, Computer Science or a related discipline, or equivalent demonstrated experience.
- Relevant certifications in business analysis, application support, testing, ITIL or vendor platforms are advantageous.

Personal Attributes:

- Exhibit behaviours that align with Pilbara Ports' values of Safety, Excellence, Teamwork, Integrity, and Care.
- Demonstrated commitment to an inclusive work culture that encourages diversity.
- Strong analytical and problem-solving capability with the ability to diagnose complex application issues and communicate solutions clearly.
- Strong stakeholder engagement skills with the ability to understand operational requirements and translate them into practical system outcomes.
- Well organised, detail-oriented and able to manage competing priorities in a dynamic operational environment.
- Strong governance mindset with a practical approach to risk, security, compliance, testing and documentation.

Work Related Requirements:

- Demonstrated experience supporting and administering enterprise applications, including incident resolution, system configuration, testing, release support and vendor coordination.
- Proven ability to analyse business requirements, document functional needs and implement practical improvements across complex application environments.
- Experience working with specialist operational and business systems, with maritime or logistics applications such as Port Management Information Systems (PMIS), Vessel Traffic Systems (VTS) or related platforms highly desirable.
- Strong understanding of application support processes, change control, testing disciplines, security access management and service continuity requirements.

Sound computing skills, as well as the ability to gain a Maritime Security Identification Card, and WA Driver's License are prerequisites for positions with Pilbara Ports.