Manager Enterprise Applications

Position

This position is within National Office. It is part of the Information Technology team.

☒ This position reports to the Director, Information Technology

☐ Reporting line may vary depending on location and service size

☐ This position does not have any direct reports ☐ This position may have direct reports, positions vary

☒ This position has the following direct reports: Applications Team Leader, Development Team Leader and Microsoft 365 Solution Specialist

This position is designated Band 6 under the Schedule of Authorities and Delegations

☐ This position is a budget holder   ☐ This position has designated revenue targets

☐ This position is an Aboriginal & Torres Strait Islander identified position

☒ This position may require a working with children related clearance

Purpose

The purpose of this position is to lead the application and development teams for building ongoing competencies in enterprise applications which help TBS deliver greater value to clients and become more competitive as an overall service provider. This role supplies resources to implementations as well as business as usual patches and small upgrades. In addition, the role overseas all major software vendors in a day to day capacity. Overtime the role aims to reduce the dependency and costs on vendors for support of applications by developing the skills in house.

Focus

To achieve this purpose, the position holder would typically:

- Develop TBS's portfolio of capabilities across Reporting & Data Analytics, System Integration and Web/Mobile Apps
- To deliver high quality software solutions in close partnership with IT and governance mechanisms.
- To develop a framework for software vendors and development which allows TBS to achieve the IT strategy and roadmap
- Overall team talents, experience and interests are well matched to job requirements
- Performance of direct reports is optimised through clear performance expectations
- Lead all changes to applications in accordance with the change management policy and processes
- Maintain, develop, document and store specialist technical knowledge for all enterprise applications
- Actively identify and manage incidents within incident management processes to provide service recovery
- Develop and maintain appropriate relationships with staff and users through day to day interactions including consistent feedback & communication
- Escalate and manage issues with external stakeholders (e.g. Vendors) to trouble shoot and resolve complex problems
- Develop and maintain appropriate relationships with business owners and SMEs of applications
- Ensure compliance is achieved with functional policies (i.e. change control, IT security standards, release management, incident management)
- Identify key areas for process improvement in the provision of applications support and management
- Provide support of IT Services to internally developed performance targets and organisational requirements
- Manage Enterprise application budget, costs and create efficiencies where applicable
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective, and safe

Outcomes	**When things are going well, we would expect to see these outcomes:** • Applications are fit for purpose, up and performing as required • Application support and development processes are improved • Services that support internal performance targets are met • Strong understanding of organisational requirements • Services are delivered to the agreed service levels including to timelines and quality

Relationships	**We work collaboratively with others; however, this position works close closely with:** Within The Benevolent Society: • Manager, Business Relationship • Manager, IT Services and Security • Operational Directors and Managers • Manager Business Solutions • Director, IT Outside The Benevolent Society: • Enterprise application software vendors • Outsourced managed services teams

Individual	**To achieve the position purpose and outcomes the position holder will need to have:** • Tertiary certification or equivalent experience with development of enterprise applications and technical change management processes • Ability to put in place structure and processes to manage the efficient use of resources across both business as usual as well as projects • Capability to produce consistent and 'easy to repeat' management reports on the status of all enterprise applications. • Ability to create compounding business value through the creation of competitive software capabilities & assets • Strong knowledge of strategic enterprise applications, and development. • Strong experience and a good working knowledge of PaaS and SaaS • Ability to provide guidance on strategic development issues across enterprise applications • Core competencies in leading employee performance, on the job coaching and staff development • Ability to seamlessly assemble and instantiate processes for regular build cycles • Ability to balance team resources across internal and external user support activities • Able to rally teams in times of intense development and implementations in order to deliver on time • Relationship building and persuasiveness • Ability to handle pressure and ambiguity • Strong commitment to achieving personal and career goals • Proven capability to liaise, negotiate and lead all critical vendor relationships • High-level self-confidence, personal integrity and a willingness to work within the ethos of The Benevolent Society and the values of TBS

Travel	**This position may require some flexibility in terms of travel or hours of work:** ☒ Overnight travel/stays may be required ☒ Some weekend work may be required ☒ Some evening work may be required ☒ Travel between office locations/regions may be required ☒ Travel to clients (varied locations) may be required ☒ Use of own registered, insured motor vehicle for business purposes may be required ☒ Use of TBS pool cars may be required All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Context

Those with knowledge of this position say the things that might make your day are:

- Applications are optimised by user groups to an appropriate level of performance that helps them do their job more efficiently and effectively
- Partnering with the business and vendors to resolve day to day issues
- Leading, implementing & maintaining standards for enterprise applications capacity and performance

Those with knowledge of this position say some key challenges you might experience are:

- Moving towards cloud solutions, SaaS and PaaS
- A number of existing applications are not fit for purpose and require upgrading or replacing
- The organisation wishes to grow.
- The sector is undergoing business model transformation from provider led to consumer led models of health and community and disability services delivery
- Successful engagement with the business stakeholders and vendor relationships
- Managing change in a complex operating environment
- Delivery of services and support to geographically dispersed user base

Approvals

Approver	Director, Human Resources	Date: 1 July 2021	Position Code:
Review history	V1.0 Release		
Advertising			

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.