

Applications Specialist

Position

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

- This position reports to the Manager, Applications
- 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: Nil

This position is designated Band 7 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 support business processes through the provision of technical support and management of TBS's enterprise business applications

Focus

To achieve this purpose, the position holder would typically:

- Monitor and optimise applications to ensure their appropriate level of performance is achieved
- Provided technical knowledge to enable and facilitate testing and release activities
- Implement and maintain standards for application sizing and performance
- Support complex 3rd party developed applications
- Manage changes to applications in accordance with change management policy and process
- Provide proactive support for business critical applications
- Follow appropriate functional and hierarchical escalations as required
- Maintain, develop, document and store specialist technical knowledge for all core applications
- Provide appropriate support to analyse root causes and provide a permanent fix solution or workaround
- Actively identify and manage incidents within incident management processes to provide service recovery
- Follow, maintain and improve defined processes
- Develop and maintain appropriate relationships with customers 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
- Work closely with IT technical groups to ensure availability and performance essential services within application infrastructure
- Develop and maintain appropriate relationships with business owners 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
- Participate in reviews as appropriate to identify opportunities for improvement in process and technology
- 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.

- Provide support of IT Services to internally developed performance targets and organisational requirements
- Maintain support of IT Services to agreed levels relating to both timeliness and quality

Outcomes

When things are going well we would expect to see these outcomes:

- Application support and management 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:

- IT Director
- Solutions Development Team
- Database Administrators
- Project Managers
- HO Functional Teams and SMEs
- Community Services Teams

Outside The Benevolent Society:

- Application Software vendors
- Outsourced helpdesk and other staff augmentation/overflow partners where applicable

Individual

To achieve the position purpose and outcomes the position holder will need to have:

- Tertiary qualifications in IT or equivalent experience
- Intermediate understanding of Windows Server operating systems, server-based computing and configuration, DNS, DHCP
- ITIL certification or equivalent experience with incident, problem, release and change management processes
- Experience in the NFP sector
- Strong knowledge of business application support and administration in a dynamic environment
- Strong experience and a good working knowledge of application performance tuning, integration and testing
- Ability to provide guidance on strategic development issues across business applications
- Strong documentation and communication skills
- Excellent interpersonal and customer service skills
- A team player who also knows how to manage their own business activities and time
- Relationship building and persuasiveness
- Ability to handle pressure and ambiguity
- Strong commitment to achieving personal and career goals
- Experience in IIS
- Experience in data modification, migration and configuration
- Basic understanding of configuring data sources and configuration files
- Excellent troubleshooting skills with intermediate knowledge with Windows 7 and Microsoft Office 2010 and Citrix
- Remote user support experience
- High-level self-confidence, personal integrity and a willingness to work within the ethos of The Benevolent Society
- Ability for occasional travel as needed

This position may require some flexibility in terms of travel or hours of work:

Travel

- 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.

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 to resolve day to day issues
- Implementing & maintaining standards for application capacity and performance

Context

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

- No current integration exists between applications
- A number of existing applications are not fit for purpose and require upgrading or replacing
- The organisation wishes to grow quickly
- The sector is undergoing business model transformation from provider led to consumer led models of health and community services care delivery
- Successful engagement with the business stakeholders
- Managing change in a complex operating environment
- Delivery of services and support to geographically dispersed user base

Approvals

Approver Director, Human Resources **Date:** 19 December 2016 **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.