

# Job Description

25 October 24



## Applications Analyst SBS Technology

Reports to: Team lead, Enterprise Systems Support

Direct reports to this position: N/A

### SBS Values, Vision and Purpose

The Applications Analyst is responsible for undertaking their work in a way that reflects SBS's Charter, Vision, and Values and complies with relevant SBS policies, procedures, and practices. At SBS, we expect you to be audience-obsessed, be bold and brave, embrace difference, participate fully, and ensure that we look out for one another. We are all working together to fulfill SBS's purpose and create a more cohesive society.

### Division Purpose – Technology

*SBS Technology can be thought of as the 'engine room' of SBS. Our primary role is to enable and support the production, distribution, and transmission of content across television, radio, and online platforms. Our teams achieve this by working collaboratively to design innovative solutions and deliver end-to-end services for our business stakeholders.*

### Role Purpose

The Applications Analyst is responsible for supporting and enhancing the portfolio of Enterprise systems within SBS. This role will follow all aspects of SDLC to design, implement and life cycle manage applications to best support Broadcast, content delivery, and business operational outcomes.

Daily role functions of application analyst include providing level 2 support for the Enterprise systems portfolio by managing technology relationships both internally at SBS, and externally with partners..



## Main Responsibilities

### Main tasks of the role

- Manage key task and initiatives to enhance Enterprise systems – using agile tools like Jira, Kanban, ITIL applications
- Coordinate delivery with internal and external resources through effective planning, communications, and governance functions.
- Vendor engagement for support and strategic works to determine technology, license, and business impacts.
- Provide level 2 support for SBS's applications including MAM, Oracle EBS, PAM, Adobe Creative Cloud and more
- Troubleshoot and triage application issues with an adequate understanding of hardware, storage and network for appropriate resolution management.
- Performing business impact and technical analysis on workflow solutions.
- Contribute to the strategic direction of the team.
- Support enterprise-wide initiatives and support our Code of Conduct.
- Ensuring customer satisfaction and service level fulfilment, as per SBS KPI's

### Minimum requirements of the role (Insert e.g. years of experience; specialist qualifications/skills)

- Advanced technical skills with Knowledge of Network (TCP/IP), Database (SQL), Storage.
- Excellent documentation skills, and communicating the results of your findings
- Fundamental analytical and conceptual thinking skills.
- Video / Broadcast / Media or File based video/audio formats.

### Key relationships with other roles and external stakeholders

- TV, Radio, Online content teams
- Finance teams
- System vendors
- Technology teams

## Key Capability

Capability	Level	Behaviour
<u>Collaboration</u>	Self	<ul style="list-style-type: none"> <li>• Displays a genuine intention to work co-operatively with others</li> <li>• Offers to help others achieve common goals</li> <li>• Makes an effort to understand the goals of others</li> <li>• Shares all relevant or useful information</li> </ul>



<u>Customer Focus</u>	Self	<ul style="list-style-type: none"><li>• Follows through on customer/client inquiries, requests or complaints</li><li>• Distributes useful and up to date information to the customer/client</li><li>• Determines the needs of the customer/client through probing and listening</li><li>• Provides friendly, helpful service to the customer/client</li><li>• Makes sure there is a clear understanding of the customer/client's needs</li><li>• Offers appropriate solutions to the customer/client</li><li>• Prioritises work goals that impact the customer/client directly</li><li>• Diffuses customer/client problems</li></ul>
<u>Innovation</u>	Self	<ul style="list-style-type: none"><li>• Generates original solutions to problems</li><li>• Contributes to creative thinking and ideas</li><li>• Makes suggestions to refine current processes and procedures to create optimum efficiency</li><li>• Participates in the implementation of new processes and procedures that improve current performance</li></ul>
<u>Organisational Awareness</u>	Self	<ul style="list-style-type: none"><li>• Considers how their role impacts both the department and the business</li><li>• Understands the impact of organisational policies/procedures on the department</li><li>• Considers both the business and customer perspective on various issues</li><li>• Identifies key drivers and commercial opportunities within their department</li><li>• Uses financial reporting information to drive performance</li></ul>
<u>Results Focus</u>	Self	<ul style="list-style-type: none"><li>• Drives to meet objectives and standards</li><li>• Identifies alternative possibilities when faced with obstacles</li><li>• Stays focused on tasks that require considerable effort</li><li>• Completes tasks within designated timeframe despite obstacles</li><li>• Perseveres with routine and repetitive tasks without sacrificing quality or excellence</li></ul>

## Workplace Health & Safety

In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)

All workers are required to:

- Take reasonable care for own safety and safety of others
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able



- Report all work related incidents to line manager within 24 hours of occurrence
- Ensure workers, visitors and clients are :
  - made aware of their WH&S responsibilities
  - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
  - follow safe work practices