



Position Description – Applications Analyst

Division	Corporate Services
Portfolio	Information Services
Business Unit	Information Services
Level	6
Reports To	Coordinator IT Applications
Prescribed Position	No

Position Objective

To implement, maintain, support, optimise, maximise the benefit and realise the potential of the organisation's Core applications system, integrations, and reporting systems.

The Application Analyst analyses, designs, implements, and oversees solutions, with the goal of increasing efficiency and/or data and outcome quality. Understands relevant business processes, delivers process improvements, and works closely with internal stakeholders to attain the most beneficial outcome across the area of responsibilities.

Provides expert advice on the functionality and use of assigned applications, to enable decision making on feasibility and cost benefit of corrections, adaption, and continuous improvement to customer experience.

Proactively manages the assigned IT Application environment, to enable high reliability, security, performance, and service levels. Engages with vendors and service providers to maintain the day-to-day operational relationships for the products.

Key Responsibilities

- Provide operational support and primary technical management of Corporate Application environment, including level 3 support of incidents and problems, and the management of application permissions.
- Monitors and maintains the security and technical stability of the environment in partnership with the broader IT team, performing regular improvements to ensure the environment is up to date, secure and stable.
- Undertake deep, technical analysis and complex troubleshooting of custom applications, scripts, websites, and integrations developed in SQL and other programming languages.
- Develop and support a range of reporting functions across the organisation, including eliciting requirements, developing, and maintaining business reports utilising SQL, ETL and appropriate reporting tools and programming language.

- Contribute to the analysis, evaluation of new releases, testing, and delivery of product improvements, updates, and upgrades.
- Provide technical advice and support to the members of the Apps team through all aspects of the implementation, upgrade, maintenance and support of the assigned IT applications and platforms.
- Responsible for end-to-end lifecycle management of the cases until resolved.
- Contribute to and maintain the organisation's systems and applications (including upgrade and relevant integration) to ensure operational, legislative, security, and end user compliance.
- Contribute to Information Services incident (including cyber security) and disaster recovery activities in accordance with relevant plan frameworks, policies, procedures.
- Lead and communicate change in applications and systems to the Information Services Portfolio and key stakeholders.
- Collaborate effectively with internal and external stakeholders.
- Ensure the currency of applications and systems documentation and procedures.
- Assist with the development of the Council's Business Intelligence and reporting Systems.
- Contribute to strategies, roadmaps, and plans to ensure the organisation's IT applications and platforms are relevant and updated to current technologies.

General

- Follow defined information management practices, policies and procedures for all records created and received.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Follow defined Work Health and Safety legislation, policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace.
- Responsible for, and actively involved in identifying and managing risk in day-to-day activities and projects.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Proven ability to positively work with teams of technical experts to achieve organisational objectives.
- Ability to analyse and prioritise problems across different functional areas, using initiative, and to empower others to create innovative solutions.
- Ability to cope with a constantly changing and developing environment and be a leader in periods of technological change.

- Effective engagement, communication, and presentation skills.
- Strong change management skills.
- Highly effective engagement, communication (written and verbal), and presentation skills.
- Strong technical, analytical, problem-solving, knowledge sharing and report creation skills.
- Strong project support and project delivery skills.
- Time management, prioritisation, and flexibility in managing changing priorities, workloads, and urgent matters.
- Ability to calm situations while making logical steps to resolve issues, and display astuteness in a political environment.
- Demonstrated understanding and enthusiasm for the direction of the Organisation.
- A proven commitment to ongoing professional development and remaining current.

Knowledge

- Advanced knowledge and understanding of administering large corporate applications and platforms, including ERP system.
- Sound understanding of cloud architecture, applications, and migration practices.
- Sound knowledge of reporting platforms, integration techniques, software development, and Application Programming Interfaces (APIs).
- Sound knowledge of the Australian Cyber Security Centre (ACSC) framework Working knowledge of cyber security frameworks and effective controls.
- Working knowledge of public cloud platforms.
- Working knowledge of ITIL.
- Working knowledge of Microsoft 365.

Experience

- Extensive experience in supporting corporate applications and environment including but not limited to ERP Platform, MS SQL server, Online Forms, SharePoint etc. Advanced experience in providing IT applications support, responding to customer enquiries, requests for service and complaint handling.
- Demonstrated experience in user and technical support, system integration and Internet/Intranet technologies in a diverse multi-vendor, multi-site, multi-cloud environment.
- Demonstrated experience in administering Applications in an enterprise environment.
- Demonstrated experience in providing subject matter expertise and technical advice to IT teams, project teams, internal stakeholders, vendors, and auditors.
- Experience with servers and basic networking.
- Experience with active directory administration, group policy management, Identity and Access Management in Active Directory and Entra.

- Proven experience in collaborating with IT teams and subject matter experts to continuously improve IT applications, create innovative solutions and achieve organisational objectives.

Qualifications

- Tertiary qualification in Information Technology or a related discipline.
- Project management qualifications.

Essential

Highly regarded