

Position Description

Applications Analyst

April 2024

DETAILS

Team and Department	Applications Management, Information Management and Technology
Division	Corporate Services
Supervisor	Coordinator Application Management
Direct Reports	N/A
Grade	16
Delegation of Authority	N/A
Budget	N/A
City Plan Directions	All

PURPOSE

1. Drive the effective utilisation of Council's enterprise application software and supporting systems and infrastructure to meet business needs and deliver the best possible experience for internal and external customers.
2. Undertake a program of continuous improvement projects to both maintain and enhance the technology environment.

KEY ACCOUNTABILITIES

1. Service Design – the Applications Analyst will contribute to the design of new and upgraded applications and/or infrastructure to support customer requirements in line with Council's standards and principles, in collaboration with the broader IMT team.
2. Service Transition – the Applications Analyst will lead on transitioning new and changed services into live Council service operation including change management, deployment, early life issues management and customer support;
3. Service Operation – the Applications Analyst will have an assigned caseload of escalated support tasks including liaising with vendors and suppliers to resolve customer issues with the use of applications.
4. Continuous Improvement – the Applications Analyst will be required to identify and develop requirements for opportunities for improvement and to deliver projects in applications and infrastructure that deliver benefit to Council and the community.

KNOWLEDGE, SKILLS AND ABILITIES

Essential

1. Knowledge of and experience in working in an application support environment in similar organisations to Council.
2. Skilled in application and infrastructure projects including implementation, configuration, operation, maintenance, optimisation, upgrade and retirement of applications and/or infrastructure.
3. Knowledge of service transition activities including change, release and deployment of new applications and upgrades using ITIL based approaches.
4. Ability to manage a caseload of operational support (incidents, requests and problems) within agreed service levels.
5. Skilled in consulting and sharing information with customers and technical staff, sharing own expertise to achieve a collaborative culture.
6. Skilled in analysis and problem-solving to identify the best feasible solution to meet a customer's requirements.
7. Ability to work collaboratively and foster effective strategic relationships with people at all levels both internally and externally.

Desirable

1. Bachelor's degree in technology related disciplines and/or relevant industry certifications in technology, information management or a related field;
2. Existing knowledge and experience with existing Council enterprise systems (TechnologyOne, Infor Pathway and/or Microfocus Content Manager)
3. ITIL foundation certification.

PHYSICAL REQUIREMENTS

1. Some manual handling of technology equipment may be required in this role.

CORPORATE REQUIREMENTS

Position falls under the definition of child related employment	NO
WHS General Construction Induction (White) card	NO
Good driving record or possession of a driving licence required	YES
Specify licence type:	C CLASS
Position required to make a disclosure of pecuniary interest	YES
Criminal History Check	YES
Record keeping responsibilities	YES

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority.

Code of Conduct

All staff are required to adhere to the Code of Conduct.

Workplace Health and Safety

All staff are required to adhere to Councils Workplace Health and Safety Policy.

Equal Employment Opportunity

All staff are required to participate in and demonstrate behaviour that supports the EEO Policy and EEO Management plan.

Recordkeeping Responsibilities

Ensure accurate records are maintained in Council's corporate information system for all customer queries, customer complaints and documenting evidence of business transactions.