

<b>POSITION TITLE:</b>	Applications Support Analyst
<b>POSITION NUMBER:</b>	10063
<b>AWARD:</b>	Queensland Local Government Industry (Stream A) Award – State 2017
<b>AWARD CLASSIFICATION:</b>	6
<b>REPORTS TO:</b>	Coordinator Corporate Applications
<b>DEPARTMENT:</b>	Corporate Services

## ABOUT US

### Our vision

A progressive region creating opportunities for all.

### Our mission

We are a council committed to continuous improvement, a sustainable future and efficient investment in our communities.

### Our values

- Respect and integrity.
- Accountability and transparency.
- Providing value.
- Commitment and teamwork.

## OBJECTIVE OF THIS ROLE

The Applications Support Analyst will drive the advancement of technology solutions which enable efficient and effective business outcomes within Council. With the implementation of OneCouncil CiAnywhere software as an enterprise platform, the role will assist the corporate applications coordinator to progress improved business outcomes, enhancing service delivery and end to end customer outcomes through software enablement.

## KEY RESPONSIBILITIES IN THIS ROLE

- **Corporate Applications Operations** – Support system operational availability, efficiency, security, business intelligence, report writing, development, workflow, and configuration.  
Key responsibilities:
  - Daily management of support queues including triage, troubleshooting, and escalation of support requests.
  - Managing access to systems.
  - Developing business reports using XLOne and Crystal.
  - Enhancing business workflow via Extract, Transform, Load (ETL), Business Process Automation (BPA) and DocOne templates.

- Liaising with internal clients, colleagues, and vendors to resolve issues in an effective and timely manner.
  - Continuous assessment and reporting of application monitoring to ensure SLAs are met.
  - Perform application upgrades and patches, develop upgrade plans, maintain a list of all environments, usages, and version control.
  - Focus on delivering change and release management and deliver based on the required technical change management process.
  - Facilitate the technical change advisory board governance process.
  - Create procedural documentation for technical team and end users, when applicable.
- **Corporate Applications Implementation** – Provide support to the OneCouncil CiAnywhere enhancements, patches and upgrades including testing, issue resolution, and deliver support and training to subject matter experts.

Other key responsibilities include:

- Assist in system analysis, design, development, and testing activities.
  - Plan and execute assigned configuration tasks within deadlines.
  - Provide support and training to relevant staff.
  - Document and proactively work with business users, ICT operational teams to transition new implementation into business as usual efficiently and effectively.
- **Corporate Applications Improvement** - Provide support to continuous improvement of Council's corporate systems and processes to ensure business outcomes that enhance efficient and effective service delivery and best practice customer outcomes. This will include liaising with vendors/suppliers/customers to identify improvements/enhancements.
  - **Project Management** - Design and delivery of business improvement projects on time, to budget and to quality results in line with project management frameworks. Continue to monitor and report on progress of projects being able to recognise barriers and risks and find effective solutions.
  - **Customer Relationship Management** – Liaise with external and internal stakeholders in delivering on the role objectives ensuring business needs analysis, effective ownership of business systems, communication, and training.
  - **Teamwork** - Work collaboratively across the organisation, sharing knowledge and experiences. Identify opportunities for innovation and improving efficiency and effectiveness of Council's operations.

## ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

### Mandatory:

- Experience in Information Technology Service Management (ITIL).
- Experience with service desk platforms.
- Experience in configuring ERP Solutions (preferably TechOne OneCouncil CiAnywhere) and developing reports, Extract, Transform, Load (ETL), Business Process Automation (BPA), and DocOne templates.
- Good knowledge of Structured Query Language (SQL) and relational databases.

- Demonstrated experience working in Corporate Applications or in a related field of expertise.

**Desirable:**

- Takes on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Adapts approach and demeanour in real time to match the shifting demands of different situations.
- Innovative mindset that ensures consideration of all alternative options and the development of creative solutions.
- Excellent communication, oral and written communication skills.

## QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

**Mandatory:**

- Minimum of Queensland C class provisional driver's licence.
- Qualifications in Information Technology or an associated discipline or relevant demonstrated experience and knowledge.

**Desirable:**

- Degree qualifications in a relevant discipline or sufficient demonstrated experience and knowledge within relevant industry.
- Various industry and/or technology certifications.
- Qualifications in Information Technology Service Management (ITIL) and Project Management or relevant demonstrated experience and knowledge.
- Understanding of Systems Development Life Cycle (SDLC) and Agile Methodologies.

## KEY SELECTION CRITERIA

1. Proven track record in implementing ERP solutions (preferably TechnologyOne products), specifically system configurations, security deployment, report writing and workflow enhancements.
2. Excellent ability to provide users with technical support and experience working with a variety of business applications.
3. Strong communication (both written and verbal) and organisational skills to facilitate discussion with a range of internal clients, colleagues, and vendors to ensure effective solutions and identify improvement opportunities.
4. Proven experience in a support team including requirements elicitation, verification and validation and gap analysis.
5. Ability to train and support personnel in using ERP solutions (preferably TechnologyOne products) and other applications.
6. Must be prepared to work outside of normal business working hours to service business needs when required.

## CORPORATE REQUIREMENTS YOU MUST MEET

1. Commitment to council's vision, mission and values.
2. Compliance with council's code of conduct.

3. Adherence to all relevant council policies and procedures, certified agreement, your contract of employment and relevant legislation, including the *Local Government Act, 2009* and *Work Health and Safety Act, 2011*.
4. Commitment and adherence to council's customer service charter.
5. Compliance with all relevant and necessary pre-employment checks required for this role.
6. Commitment to council's corporate plan.
7. Commitment to equal employment opportunity, diversity, and merit principles.
8. Commitment to ensuring a workplace free from bullying, harassment, and discrimination.
9. Efficient and effective utilisation of resources as allocated under the level of responsibility for the position.
10. Commitment to change management.

## ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a temporary or casual position, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- Right to work in Australia.
- Medical assessment including drug & alcohol testing.
- Criminal history check.
- Reference checks.

## CORE COMPETENCIES WE NEED FROM YOU

Competency	Definition	Level
Delivering Results	Having the ability to set objectives for yourself and others, taking a forward looking perspective, and delivering successful outcomes within agreed parameters.	3
Communication	Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external.	3
Initiative and innovation	Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking ownership for continuous improvement that goes above and beyond the call of duty.	3
Flexibility	Being able to adapt your thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change.	2
Teamwork	Having the ability to work as part of a team, actively encouraging team working and recognising the role you play as part of the council team.	2

Commitment to Council	Being willing and able to align your own behaviours with the objectives, goals and values of council; acting as a role model and promoting the values to others.	2
Customer service	Aligning your behaviour with the customer service charter to ensure both internal and external customer needs are met; taking a positive attitude, showing commitment and having a can do approach.	2
Workplace Health & Safety	Taking reasonable care for the health and safety of yourself and others, complying with reasonable instruction and co-operating with council policy and procedure.	2

**A copy of the Competency Handbook is available on the Central Highlands Regional Council website under 'Careers with Council'.**

### GENERAL OBLIGATIONS

1. This is a description of the job as it is presently constituted. Council will regularly review position descriptions and appropriately update them to ensure that they relate to the job being performed, or to incorporate whatever changes are being proposed. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.
2. Whilst employment is in the position described in this document it is understood that employment is with Central Highlands Regional Council. In the event of organisational change or restructure, council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in the times of disaster or significant exceptional operational circumstances.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any licence or qualification, which are a condition of your employment, may result in demotion or termination as council is unable to guarantee your transfer to a position not requiring said licence/qualification.

**Please sign below if you have read, understood and accepted the responsibilities of this position as outlined in this position description.**

**Name**

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**Signature**

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**Date**

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