

Job title: Platform Specialist	
Classification: Band 8	Effective Date: July 2025
Reports to: Coordinator Platforms & Security	Tenure: Permanent Full Time

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

We are seeking a highly skilled Platform Specialist to join our team. The ideal candidate will be responsible for efficiently overseeing and administering council's corporate application and business systems. This position also supports and partners with the organisation in the introduction, development and enhancement of critical applications and processes. Working in a customer focused IT team, the candidate provides sound professional advice to customers ensuring alignment with the business processes and system needs of the organisation. The successful candidate will be responsible for:

- Contribute to the delivery of customer focussed solutions to align with current strategies
- Engage with customers to assist rapid issue resolution in partnership with customers
- Maintain up to date and relevant application, integration and other documentation to support business applications and functions
- Ensure change management frameworks and best practice guidelines are followed
- Provide second and third level helpdesk support for resolution of user problems as directed by the team leads and manager
- Understand Local Government and its complexities
- Understand best value, privacy and other governance principles and demonstrated ability to report on compliance of these principles

Key Responsibilities

Position Specific Responsibilities

- Provide all levels of support for end users of core business applications and applications, including Infor Pathway and OpenText Content Manager.
 - Provide post implementation support utilising design and system documents, procedures, FAQ, hints and tips to support users troubleshoot error messages
 - Review all logged tickets and allocate to relevant support person/group to address
 - Create templates to share updates and information with users, including improvements, additional features, errors, outages and downtime
- Provide technical administration, compliance, licensing and support of ERP and other business applications
 - Configure approvals, workflows, design and configure security roles within ERP, liaising with key groups in the business, e.g. Planning, Community Safety, Engineering.
 - Ensure exceptions/error reports are being investigated, communicated in a timely manner with application users/owners and vendors
 - Ensure that scheduled integrations with other systems are monitored, functioning correctly and issues are escalated where required

- Assist with financial year end, month end and ad hoc business application activities to support ERP cyclical and on-demand reporting and compliance
 - Assist with the implementation, upgrade of systems, including user acceptance testing and regression testing
- Provide advice on the use of ERP systems and business applications in line with the Information Technology Strategy and IT policies
- Contribute to and provide training to ensure the efficient system use and enable quality customer outcomes are supported by enterprise systems
- Gather and analyse information to ensure that business application proposals are appropriate and evaluated for the costs and benefits
- Continuously improve by capturing and analysing appropriate business and application data/metrics, insights and best practices, and act on the information
- Actively research and maintain knowledge related to developments in the ERP platform and related business application and business systems technologies
- Optimise system security by routinely managing and/or performing necessary application and permission checks and modifications
- Maintain up to date and relevant business application, integration and other documentation to support business applications and functions

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Accountability and Extent of Authority

The incumbent has an authority to act that is limited by broad goals, policies and budgets

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- The incumbent is required to exercise independent judgement and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving organisational objectives and in reviewing and recommending improvements to those methods, procedures and practices.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives.
- Guidance is not always available within the organisation

Specialist Knowledge and Skills

- Tertiary qualifications in Information Technology combined with several years relevant experience
- Experience in the administration and support of ERP and other enterprise business applications, such as Infor Pathway, Content Manager.
- Experience in aligning with the ITIL framework, including incident management, monitoring and reporting
- Identification and root cause analysis of high priority and repetitive issues
- Understanding of the political, legislative and socio-economic context
- A strong appreciation of system analysis principles
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

Qualifications and Experience

- A strong appreciation of system analysis principles
- Capacity to respond to the needs of a community-focused organization
- A blend of IT systems analysis and business process skills
- Experienced in application monitoring and support

Technology:

- Detailed understanding of technology required for an effective LGA
- Business analysis diagramming techniques.
- Data analysis skills (e.g. SQL querying, MS Access and Crystal Reports).
- Manage scheduled jobs and SSIS imports, exports and processes.
- Knowledge and skills in API technologies.
- SAP Business Objects.
- Microsoft Power BI.
- Microsoft SQL Server / Microsoft SQL Server Management Studio.
- Database Indexing and query performance tuning.
- IT Service Management (ITSM) concepts.
- Experience with Azure DevOps, Git, Subversion or similar.
- Working with Human Resource or Work Health and Safety data.

Interpersonal Skills

- Positive attitude, detail and customer oriented with good organisational ability
- Excellent verbal and written communication skills to enable effective communication with all levels of management, employees and external vendors
- Strong customer service ethic and focus on service delivery
- Demonstrated ability to work flexibly, effectively and cooperatively as part of a team in demanding work environment.
- Highly developed prioritisation, negotiation and consultation skills
- Proactively engage with customers and vendors to ensure business applications are meeting business requirements, escalating issues where appropriate
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- Maintain solid vendor relationships to ensure rapid resolution of issues and efficient utilisation of business-enhancing features

Key Relationships:

- The incumbent liaises with staff at all levels within the Organisation including, Manager Information Technology, Executives, Managers and the user base.
- The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.
- The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving.
- Proactively engage with customers and vendors to ensure business applications are meeting business requirements, escalating issues where appropriate
- Maintain solid vendor relationships to ensure rapid resolution of issues and efficient utilisation of business-enhancing features

Management Skills

- Achieve objectives despite conflicting pressures
- Able to implement policies and practices including Awards, EEO and OHS policies (relevant to the role)
- Planning and time management
- Effective work prioritisation

Key Selection Criteria

1. Relevant tertiary or post graduate qualification in the area of Information Technology, application support and analysis or similar
2. Knowledge of ICT trends, issues and opportunities particularly those related to business applications
3. Demonstrated written and oral communication skills to facilitate the

- provision of advice and support at all levels of the organisation
4. Demonstrated ability to provide technical Infor Pathway and business applications administration and support to customers
 5. The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Never/Rarely performed	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard and mouse	Performed sometimes	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Never/Rarely performed	
Standing Tasks involve standing in an upright position		Never/Rarely performed	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Never/Rarely performed	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Never/Rarely performed	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Never/Rarely performed	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Never/Rarely performed	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Typing. Optional standing	Performed often	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Reading, writing	Performed often	