Job title: Technical Application Support Analyst	
Classification: Band 8	**Effective Date**: July 2024
Reports to: Coordinator IT Applications and Business Engagement	**Tenure**: Permanent Full

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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.

Excellent Customer Experience and Service Delivery   **Great Organisational Culture**   **Innovation and Continuous Improvement**   **Good Governance and Integrity**   **Long Term Financial Sustainability**

We value:

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

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

Goal Statement

This position is responsible for efficiently overseeing and administering key corporate on-premise and cloud applications and business systems, including assisting with Oracle Cloud Fusion ERP and HCM. The position engages with and supports the organisation with the introduction, development and enhancement of business applications and processes to ensure maximum return on investment. Working in a customer focussed IT team, the role provides exceptional technical and professional advice to customers to align with the business processes and system needs of the organisation.

This position will proactively engage and manage vendor relationships along with any associated agreements or contracts.

Key Responsibilities

Position Specific Responsibilities

- Provide all levels of support for end users of business applications, including Oracle Cloud Fusion ERP and Oracle Cloud Fusion HCM systems
  - Provide support utilising procedures, FAQ, hints and tips to support users troubleshoot error messages.
  - Manage their own service desk tickets and allocate to support person/group where relevant.
  - Identifying opportunities for both customer centric process improvement and internal efficiencies through continuously improving corporate systems, seeing these improvements from conception to completion.
  - Create and develop templates to share updates and information with users, including improvements, additional features, errors, outages and downtime.
- Provide technical administration, compliance, license monitoring and support of business applications;
  - Configure approvals, workflows, design and configure security roles within Oracle, liaising with key groups in the business, e.g. payroll, HR, finance, governance.
  - Ensure exceptions/error reports are being investigated, communicated in a timely manner with application users/owners and vendors.
  - Ensure that scheduled integrations are monitored, functioning correctly and issues are resolved or escalated where required.
  - Assist with year end, month end and ad hoc business application activities.
  - Assist with the implementation and/or upgrade of systems, including user acceptance testing and regression testing.
  - Configure and manage data integration and transformation (ETL) / ETL (Extract, Transform, Load) processes.

- o Ensure data accuracy and consistency and establish data governance standards.
- Employ well considered analytical approaches and conceptual thinking to support decision making, handling and communicating high level concepts and complexity.
- Proactively contribute to and provide training to ensure efficient system use and enable quality customer outcomes.
- Proactively identify data risks and issues affecting the delivery and efficiency of processes and work with stakeholders to mitigate these risks.
- 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.
- 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 business applications and systems technologies and future applications as identified in the Technical Transformation Strategy.
- Proactively review and optimise system security by routinely managing and/or performing necessary application permission checks and modifications.
- Provide technical support for internal and external applications and integrations.
- Maintain up to date and relevant business application, integration and other documentation to support business functions as identified in the Technical Transformation Strategy.
- Develop and maintain system documentation, user training materials and process maps, etc
- Act as the technical point of contact for business users with respect to system functionality/features and for UAT.
- Your skills & experience:
  - Enterprise-wide expertise in applications support and management including minor development, bug fixes, etc.
  - Data Analytics, Management, Warehousing and reporting experience.
  - Current experience and proficiency in programming or scripting. e.g. C#, Java, Python, Ruby, PHP, SQL or similar.
  - Current experience in integration development utilising API's
  - High-level knowledge of technical website administration and management.
  - Familiarity with Agile, SLDC and ITIL frameworks.

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

Key Realtionships
- The incumbent liaises with staff at all levels within the organisation including, Manager Organisational Technology, Executives, Manager and the user base.
- The position is required to maintain a professional relationship with Government departments and agencies, the MAV, other municipalities, service providers, staff associations and suppliers.

Accountability and Extent of Authority
Budget: Nil.

Staff responsibility: Nil.

Judgement and Decision Making
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.

Management Skills
- Strong organisational and management skills required to manage, oversee and administer council's corporate applications and business systems, focussing on Oracle Cloud Fusion ERP and HCM.

Qualifications and Experience

- Tertiary qualifications in Information Technology combined with relevant experience.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

Technology
- Detailed understanding of technology required for an effective Local Government organisation
- Demonstrated experience in the support of Oracle Cloud Fusion ERP and HCM systems and other enterprise business applications including managing access, permissions, delegations and reporting.
- Extensive knowledge of business analysis diagramming techniques.
- Skills in the installation, migration, configuration, maintenance, technical support and troubleshooting business applications.
- Current experience and proficiency in programming or scripting. e.g. C#, Java, Python, Ruby, PHP, SQL or similar.
- Advanced knowledge and current integration experience using API technologies.
- Excellent consulting, writing, editing, presentation and communication skills.

Interpersonal Skills

- Positive attitude, detail and customer oriented with good organisational ability
- Excellent verbal and written communication skills to enable effective communication and negotiation 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
- The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving.

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 business application administration, integration development 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

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly) - counter		✓	
Walking/standing (extended)		✓	
Driving car/utility/truck		✓	
Lifting/carrying duties (light)	✓		
Lifting/carrying duties (heavy)			✓
Pushing/pulling tasks (light)	✓		
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements		✓	
Climbing stairs/ladders/scaffolds			✓
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise		✓	
Repetitive arm/wrist/hand movements		✓	
Other (please specify)			

Any other relevant comments: