

Position Description



POSITION DETAILS

Date of PD	December 2016
Position Title	Application Support Specialist
Position Grade	11
Directorate Business Unit	Chief Financial Office
Reports to	ICT Technical Service Manager
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

This position is responsible for

KEY RESPONSIBILITIES

1. Application Management

- Applications are monitored and optimised to ensure the appropriate level of performance,
- Technical knowledge is provided to enable and facilitate testing and release activities
- Implementing and maintaining standards for application sizing and performance.
- Deployment support is provided for complex 3rd party developed applications
- Changes to applications are managed in accordance with change management policy and process
- Key areas are identified for process improvement in the provision of applications support and management

2. Application Support

- Proactive support is provided for business critical applications
- Appropriate functional and hierarchical escalations are followed as required
- Specialist technical knowledge is maintained, developed, documented and stored for all core applications
- Appropriate support is provided to analyse root causes and provide a permanent fix solution or workaround.
- Incidents are actively identified and managed within incident management processes to provide service recovery.
- Defined processes are followed maintained and improved

3. Stakeholder Management

- Appropriate relationships are developed and maintained with customers and users through day to day interactions including consistent feedback & communication
- Escalates and manages issues with external stakeholders (eg. Vendors) to trouble shoot and resolve complex problems
- Works closely with ICT technical groups to ensure availability and performance essential services within application infrastructure
- Appropriate relationships are developed and maintained with business owners of applications
- Plan for future system capacity and performance requirements

4. **Administration**

- Complete administrative processes and procedures as and when required.
- Knowledge base maintained

5. **Project Work**

- Contribute to assigned project work including timely delivery of all required tasks to the Project Manager's satisfaction.

6. **Team and Resource Development**

- Accurately report to the ICT Manager, information or issues regarding the provision or improvement of services provided by ICT.
- Provide input to establish and enhance computerised and other systems to improve the performance of the team and the level of customer service provided.
- Monitor accuracy and currency of relevant components of User Support databases and information tools both electronic and in hard copy format.

7. **Work, Health & Safety**

- Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with WHS legislative obligations.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

Knowledge

Qualifications (Level)

- Tertiary qualifications in the computing field
- Microsoft Certified Professional (MCP) or equivalent qualification

Experience

- Experience with an enterprise database platform such as SQL Server or Oracle
- 2 -3 years' experience with Windows operating systems (NT, 2000,2003), Exchange 2003 and or 2007, server-based computing and configuration, Microsoft SQL, DNS, DHCP.
- Strong experience and a good working knowledge of application performance tuning, integration and testing
- A strong knowledge of business application support and administration in a dynamic environment
- To possess experience in customer support in an IT environment.

Skills

- Excellent troubleshooting skills with intermediate to advanced level knowledge with Windows XP and Microsoft Office 2003/2007
- Demonstrated organisational skills with an ability to multi-task and to work under pressure
- Strong customer service attitude
- Excellent verbal and written communication skills, including technical documentation
- Strong interpersonal, consultation and negotiation skills
- Excellent attention to detail and level of accuracy
- Strong organisational and time management skills
- Independent problem-solving and self-direction
- Ability to work as an active and effective team member
- Experience in or capability to deliver presentations and training to peers

Acknowledgement:

I, acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature..... Date:

Manager's Signature..... Date: