

POSITION DESCRIPTION



Position Title:	Applications Support Officer
Department:	Information Systems
Division:	Corporate Services
Grade:	9
Approved Status:	Permanent Full Time – 35 hours/week
Last Reviewed:	June 2015
Reviewed By:	Manager, Information Systems

1. Objectives of Position

- 1.1. To provide quality customer service and high-level support to Council staff, Councillors and customers for Information Systems' enterprise software suites and general business applications
- 1.2. To ensure effective provisioning, installation / configuration, operation, and maintenance of Information Systems' enterprise software suites
- 1.3. To participate in technical research and development, supporting the Manager, Information Systems, to enable continuing innovation within the Council's IS systems and business software
- 1.4. To provide high-level support to the Helpdesk for escalated incidents and problems

2. Key Accountabilities

2.1. Technical/Operational

- 2.1.1. Provision of high-level support and training to all Council staff, sites and Councillors on Council's desktop applications and general enterprise systems and softwares.
- 2.1.2. Proactively ensure information systems are available to Council branches, libraries, depots and remote sites.
- 2.1.3. Provision of on-call and out-of-hours support according to the Information Systems team roster.
- 2.1.4. Ensure operational maintenance tasks are completed in a timely and accurate manner.

2.2. Financial

- 2.2.1. Carry out purchasing to support the Information Systems team guided by Council Procurement Policy, financial delegations and team requirements.

2.3. Management & Leadership

- 2.3.1. Mentor and support Desktop and Customer Services Officers.
- 2.3.2. Manage personal incident, problem, change and other tickets in Information Systems Helpdesk applications.
- 2.3.3. Monitor Information Systems Helpdesk ticket queues to ensure adherence to in-place service levels.
- 2.3.4. Monitor system availability.
- 2.3.5. Manage support databases and information systems to support the operation of Council's Information Systems.

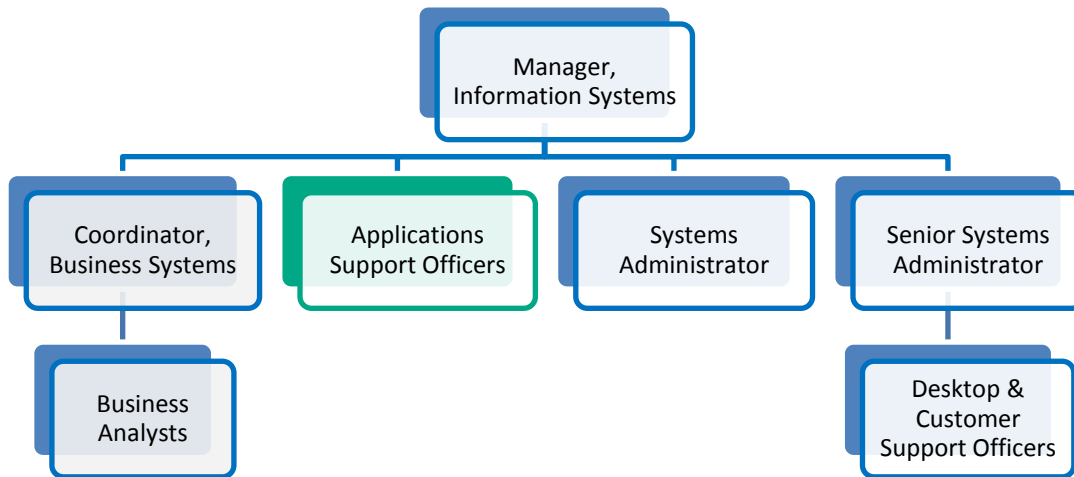
2.4. Communication, Consultation & Engagement

- 2.4.1. Clearly and proactively communicate system outages to relevant Councilor staff and/or customers.

2.5. General

- 2.5.1. To comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- 2.5.2. Collaborate and communicate with Information Systems team members to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency.
- 2.5.3. Support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to improve operational efficiency.
- 2.5.4. Carry out additional tasks within your skill set as assigned by Manager, Information Systems.

3. Position/Department Structure



4. Essential Knowledge, Skills and Experience (Essential Criteria)

- 4.1. Tertiary qualifications in an IT related field and/or significant experience in a similar role within a multi vendor organisation supporting IT standard operating environments
- 4.2. Proven advanced experience in support, administration and maintenance of business systems and software
- 4.3. Highly developed skills and knowledge in designing, implementing and supporting database technologies, in particular Microsoft SQL Server
- 4.4. Good understanding of general server and network software and standards including working knowledge of backup and recovery technologies
- 4.5. Highly developed communication and interpersonal skills, both written and verbal
- 4.6. Ability to develop, analyse and interpret technical diagrams and written procedures
- 4.7. Well-developed diagnostic and trouble shooting skills
- 4.8. Well-developed project management skills including organisational and time management skills
- 4.9. Ability to work independently and as part of a team as required
- 4.10. Current 'C class' Drivers licence

5. Desirable Knowledge, Skills and Experience (Desirable Criteria)

- 5.1. Experience working with the Technology One enterprise suite.
- 5.2. Experience with Microsoft Reporting services
- 5.3. Experience with Crystal Reports
- 5.4. Demonstrated experience working in a political environment including an understanding of the business of local government and its enterprise applications.

6. Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: _____ Date: _____
Appointed employee

Signed: _____ Date: _____
Supervisor / Manager

Signed: _____ Date: _____
Director / General Manager

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

2. Equal Employment Opportunity Responsibilities

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

7. Delegations

Delegations for the position are listed in the Register of Delegations for Corporate Services and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organisation Values

8.1. Creativity

All staff are encouraged to explore opportunities and new ideas.

8.2. Fun

We choose to create a great place to work.

8.3. Leadership

We inspire and enable staff to bring out the best in themselves and each other.

8.4. Teamwork

We work together collaboratively, and in support of each other.

8.5. Respect

We treat each other the way we would like to be treated.

9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: _____
Appointed employee

Date: _____

Initialled: _____
Supervisor / Manager

Date: _____

SKILLS PROGRESSION & ASSESSMENT RECORD

APPLICATIONS SUPPORT OFFICER



Generic skills – Apply to all salary steps

Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Accept responsibility for and manage own work	Work area is well organised and safe in accordance with relevant standards/policies						
	Instructions are clearly understood and factors effecting work requirements are identified and appropriate action taken						
	Workload is reviewed and prioritised within allocated timeframes						
	Responsibilities and duties are performed in accordance with work standards and Council policies, procedures and code of conduct						
	Appropriate persons are informed if additional support is required to complete allocated work within agreed timeframes						
Communication	Communication with staff at all levels is appropriate to the workplace standards and promotes co-operation at all times						
Code of Conduct, organisational policies, operating management standards and procedures	Comply with the requirements of Council's Code of Conduct						
	Comply with all organisational policies, operating management standards and procedures						
Customer Service	Communication with the public is conducted in a courteous manner and the information provided is accurate and timely in accordance with Council policy						
	A standard of personal presentation and contact with customers is in accordance with Council policy and guidelines						

Generic skills – Apply to all salary steps							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
	Complaints or disputes are identified and resolved promptly or referred to the appropriate person(s)						
EEO	The principles of equal employment opportunity are observed and implemented						
Maintain Records	Confidentiality of information and records is maintained						
	Records are secured, accessible, accurate and up to date						
	Complies with Council's Records Management Policy and the State Records Act 1998						
Organisational Values	<i>Creativity</i> – Explore, and encourage others to explore, opportunities and new ideas						
	<i>Fun</i> – Maintain a positive attitude and get to know others in the workplace						
	<i>Leadership</i> – Inspire and enable themselves and others to reach their full potential						
	<i>Respect</i> – Treat others the way you would like to be treated						
Sustainability	<i>Teamwork</i> – Work together collaboratively and in support of each other						
	Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies and procedures						
WH&S and Risk Management	Take reasonable care for the health and safety of themselves and others						
	Cooperate with any reasonable policy or procedure of Council in relation to WH&S						
	Reports all incidents, hazards and near misses to their direct supervisor						
	Use Personal Protective Equipment (PPE) where appropriate						
	Maintain all tickets, licences, operative training etc., required for the job.						

Generic skills – Apply to all salary steps							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
	Attend all specified training and induction courses						
	Participate in workplace inspections						

Step 1							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Meet Essential Qualifications and Experience							

Step 2							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	

Step 3							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	

Step 4							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	

Step 5 – Work plan									
Part 1 – To be derived from Operating Plan									
Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
EXAMPLE using row 154 of the Delivery Plan spreadsheet – Executive Services for the Manager Corporate Strategy position									
<i>Engage residents, ratepayers and other stakeholders in decision making about Council resources and other issues</i>	<i>Coordinate an ongoing community engagement program to identify and test the levels of Council service and subsidy required by our local community.</i>	<i>Responsible for community engagement program which includes:</i> <ul style="list-style-type: none"> • <i>Citizen’s Panel review of Council services</i> • <i>Customer Satisfaction Surveys</i> • <i>Community workshops on FP20 & Resourcing Strategies</i> 							

Step 5 – Work plan									
Part 2 – General, Planned and Ongoing Activities (including Professional Development opportunities)									
Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
<i>Example</i>	<ul style="list-style-type: none"> • <i>Taking on higher level responsibilities</i> • <i>Exposure to other work activities</i> • <i>Improvements in current work practices</i> 								

Step 6 – Work plan									
Part 1 – To be derived from Operating Plan									
Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
EXAMPLE using row 154 of the Delivery Plan spreadsheet – Executive Services for the Manager Corporate Strategy position									
<i>Engage residents, ratepayers and other stakeholders in decision making about Council resources and other issues</i>	<i>Coordinate an ongoing community engagement program to identify and test the levels of Council service and subsidy required by our local community.</i>	<i>Responsible for community engagement program which includes:</i> <ul style="list-style-type: none"> • <i>Citizen’s Panel review of Council services</i> • <i>Customer Satisfaction Surveys</i> • <i>Community workshops on FP20 & Resourcing Strategies</i> 							

Step 6 – Work plan									
Part 1 – General, Planned and Ongoing Activities (including Professional Development opportunities)									
Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
<i>Example</i>	<ul style="list-style-type: none"> • <i>Taking on higher level responsibilities</i> • <i>Exposure to other work activities</i> • <i>Improvements in current work practices</i> 								

Agreement

The skills descriptors are current and accurately reflect the requirements of the position.

Manager name: _____ Signature: _____ Date: _____

Employee name: _____ Signature: _____ Date: _____