

APPLICATIONS SUPPORT OFFICER

POSITION DESCRIPTION

Position Title:	Applications Support Officer
Responsible To:	Lead, Service Desk
Council Portfolio:	Corporate Services
Council Program:	Information Management
Classification Level:	Salaried, Level 6

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

Overview of Program

The Information Management Team delivers integrated technology solutions that improve access to information, streamline processes, and encourage collaboration across the organisation, to enable the delivery of customer focused services to our community.

Key Relationships / Interactions

Internal	All staff as users of IM systems and participants in records management
External	Local Government and State Government bodies Service providers, suppliers and contractors

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Primary Purpose

As part of the Information Management Program the Applications Support Officer's primary purpose is to provide ongoing customer support for IT and corporate applications. The Application Support Officer will have a set of corporate applications that they will manage and support to ensure maximum business benefit.

Responsibilities

The Applications Support Officer is responsible for;

- Managing the assigned set of corporate application software in regard to upgrade implementation, problem resolution, security management and performance management.
- Building relationships with vendors for effective problem resolution, product advice and industry trend advice.
- Maintaining a high level of expertise in the application software and contribute as subject matter expert when required.
- Developing application support documentation to ensure the continuity of support of the application software.
- Contributing to training as required to maximise the benefits of the application software to the Corporation's users in conjunction with the SME's and vendors.
- Collaborating and supporting the entire service desk team in resolving incidents and problems in accordance with ITIL methodologies.
- Collaborating with IM staff and organising changes to the application software in conjunction with suppliers and users' specifications.
- Collaborating with the Data Analyst in the development of reports and data extractions to maximise the business use of information stored in the application software.
- Applications Support Officers may be assigned a special focus on key enterprise software applications in use at the City of Adelaide.
- Contributing to the IT Disaster Recovery (DR) Plan by ensuring relevant information is added and updated as required and participating in annual DR exercises.
- Ensuring compliance to other Council policies, procedures and other legislative requirements.
- Ensuring compliance to processes and procedures identified in IM Quality Management Framework.

Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

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Position Criteria

Qualifications	A tertiary qualification in Information Management or related field and/or commensurate demonstrated experience in lieu of formal qualifications. Technical certification in ITIL V4.0 or higher.	Desirable
People Management	Demonstrated ability to influence peers and business stakeholders.	Essential
Financial Skills & Acumen	An awareness of commercial acumen and strong sense of accountability.	Essential
Technical Knowledge & Experience	Ability to provide expert advice to a variety of stakeholders. Sound understanding of technologies and applications in use at the CoA and other Councils. Proven experience in the application software use within the Corporation or similar. Substantial experience in packaged application software management and support.	Essential
Project Management	Demonstrated ability to manage multiple projects to achieve high quality outcomes on time. Prepared to take ownership and accountability for deliverables.	Essential
Innovation & Initiative	Demonstrated ability for innovative and creative solution creation, across complex issues that may impact the whole organisation. Proven ability to work collaboratively within a high functioning leadership team which values innovation and creativity. Building and developing simple and powerful business focussed solutions.	Essential
Resource Management & Decision Making	Proven ability to effectively utilise allocated resources which includes planning, delegating and prioritising. Ability to prioritise and be flexible when responding to changing priorities and demands.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential
Customer Commitment & Integrity	Commitment to placing the customer at the centre of everything we do demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility. Demonstrated passion for the work that you do and the participation in sharing your successes with the team.	Essential

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<p>Collaboration & Communication</p>	<p>Excellent communication skills, both written and oral.</p> <p>Energy and personal style to collaborate and influence across all levels in order to create awareness and traction around the adoption of IM strategies.</p> <p>Proven ability to build positive relationships and consult, negotiate and communicate with all levels of management and staff, government agencies, stakeholders and the community, both verbally and in writing.</p>	<p>Essential</p>
<p>Administrative Skills</p>	<p>Demonstrated planning, prioritisation and organisation skills.</p> <p>Analytical nature with the ability to solve complex business issues.</p>	<p>Essential</p>
<p>Government Experience</p>	<p>Experience working in a government environment.</p>	<p>Desirable</p>

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	<p>Achievement</p> <ul style="list-style-type: none"> • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	<p>Collaboration</p> <ul style="list-style-type: none"> • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	<p>Customer Commitment</p> <ul style="list-style-type: none"> • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	<p>Integrity</p> <ul style="list-style-type: none"> • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	<p>Innovation</p> <ul style="list-style-type: none"> • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities

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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by your during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.