

POSITION DESCRIPTION

Applications Support Officer
(POS2274, POS2838)

Directorate:	Corporate Services	Department:	IT Service Operations and Security – Information Technology		
Position Grade:	Grade 13	Reports to:	Head of IT Operations		
Last review:	July 2026	Next review:	July 2027	Version No.	4.1

Position purpose:

The Applications Support Officer is responsible for providing user and technical support of corporate applications, including incident resolution, change management and training.

This role also provides administrative support to the entire department, including procurement, licencing management, auditing, and budget reporting.

Key accountabilities/responsibilities:

Responsible for:

1. Provide an exceptional customer experience to all stakeholders, maintaining a positive and professional attitude in all interactions.
2. Ensuring the department's procurement and budgeting requirements are managed and reported effectively in line with Council's policies and vendor expectations.
3. Maintaining user access and security profiles within all Corporate Applications, including the request process and associated auditing requirements.
4. Using project management methodologies, principles, and techniques to contribute to project plans and delivery.
5. Identify opportunities, design and implement continuous improvement initiatives to improve services offered to both internal and external stakeholders.
6. Providing first and second level user and technical support for Corporate Applications in order to restore and maintain service operation. Escalating incidents and service requests to specialist support teams when they cannot be resolved within agreed SLA's
7. Providing technical expertise and knowledge of IT services in order to resolve incidents and ensure they are managed according to Council's IT Incident and Problem Management procedures.
8. Ensure all relevant incidents and service requests are logged with sufficient detail, including correct classification, allocation, and prioritisation.
9. Assist in post-incident analysis of major and recurring incidents to identify the root cause and ensure learnings are documented accordingly.
10. Managing and implementing system changes according to Council's IT Change Control procedures in order to minimise the risk of service outage and disruption to business operations.
11. Creating and maintaining up-to-date user documentation for Corporate Applications, integrations, and relevant systems.
12. Establish and maintain effective relationships with business stakeholders, technical teams, project teams, and external service providers to ensure Corporate Applications and solutions are viable and consistent and support business needs.

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13. Assist in the development of system guidelines, documentation, user groups and provide ongoing training and awareness on IT services to ensure appropriate skill levels are maintained.

14. Perform other duties as directed and authorised by the Chief Information Officer.

Decisions made in the position:

Position has no formal delegation authority

Decisions referred:

Not Applicable

Key issues/challenges:

- Budgetary constraints
- Rapidly changing trends in technology
- Ability to prioritise in consideration of time constraints and competing demands

Key working relationships:

Internal:

- Chief Information Officer
- Stakeholders
- Other LCC (Liverpool City Council) Staff

External:

- Vendors and service providers
- Customers
- External organisations

POSITION SPECIFICATION

This section needs to be addressed in any application for this position.

Addressing the essential and desirable selection criteria individually is highly recommended as it allows the selection committee to assess how you meet the criteria in a clear and concise way. Applicants who do not meet the essential criteria will not be considered.

ESSENTIAL CRITERIA

Qualifications/Licences

- Relevant formal qualifications in Information Technology and/or industry experience gained by practical application over a minimum of 2 years

Experience

- Demonstrated practical experience in supporting corporate applications.
- Experience within an IT environment, managing IT support issues and providing resolution.
- Demonstrated customer service experience.
- Delivering and producing training material and resources
- Project support experience

Knowledge and Skills

- Ability to understand user requirements and satisfy user requests.
- Demonstrated problem solving skills and strong computer aptitude.
- Sound communication skills.
- Proven ability to be a good team player, support peers, team leaders and managers.
- Excellent relationship management skills, a demonstrated ability to proactively and effectively provide high quality customer service and vendor management in a local government setting.
- Ability to drive and influence initiatives and outcomes and meet user needs. Demonstrated commitment to success in providing effective solutions to business needs.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice, and multi-cultural diversity.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Experience with Enterprise Resource Planning, Customer Relationship Management, and other relevant software systems in a Local Government and or similar setting.

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous