

POSITION DESCRIPTION

Applications Support Officer (POS2274)

Directorate:	Corporate Services	Department:	Information Technology
Position Grade:	Grade 13	Reports to:	Head of IT Operations
Last review:	July 2026	Next review:	July 2027
		Version No.:	2.2

Position purpose:

To provide administrative support to the unit and applications support to staff enabling use of corporate applications. To provide train the trainer coaching in corporate applications.

Key accountabilities/responsibilities:

Responsible for:

- 1) Providing an exceptional customer experience to all stakeholders, maintaining a positive and professional attitude in all interactions.
- 2) Provide train the trainer coaching in corporate applications.
- 3) Maintaining support and up-to-date user documentation for core application products.
- 4) Escalating and following-up support calls to software providers.
- 5) Managing security profiles for different user groups and roles within Council corporate applications.
- 6) Participating in internal and external application user groups.
- 7) Providing support to peers, team leaders and manager
- 8) Provide administrative support for procurement, management of software licensing and IT contracts.
- 9) Maintain documentation, perform auditing and process improvements.
- 10) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks and issues to Management on a timely manner.
- 11) Other duties as directed and authorised by Chief Information Officer

Decisions made in the position:

- 1) Position has no formal delegation of authority

Decisions referred:

- 1) N/A

Key issues/challenges:

- 1) Budgetary constraints
- 2) Rapidly changing trends in technology
- 3) Ability to prioritise in consideration of time constraints and strong people skills in a customer service environment

Key working relationships:

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| <ul style="list-style-type: none"> • IT Team • Chief Information Officer • Corporate Systems Expert Group members | <ul style="list-style-type: none"> • Internal customers • Coordinators • External customer/suppliers/agencies/departments |
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POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA**Qualifications/Licences**

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

Experience

- Two years plus of practical experience in corporate applications (preferably in local government environment)
- Ability to understand user requirements and satisfy user requests
- Sound communication skills
- Demonstrated customer service experience
- Proven ability to be a good team player, support peers, team leaders and managers
- Experience in managing IT Support issues and providing resolution.

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity.
- Demonstrated experience in time management
- Experience administering vendor relationships to achieve required service level.

DESIRABLE CRITERIA**Qualifications/Licences/Experience/Knowledge and Skills**

- Local Government Experience
- Knowledge and experience of contemporary technologies, operations and service delivery concepts in an IT environment.
- Experience in Infor Pathway and Technology One applications.

Our vision:

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

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous