



POSITION DESCRIPTION

Position Title	APPLICATIONS SUPPORT ANALYST	Position No.	30003559
Team	[Product & Content Technology]	Classification	[Technologist]
Department	Information Technology	Schedule Roster Cycle	[Schedule A] [2 Week Rostered]
Location	Ultimo	Band / Level	[Band 6]
Reports to	CORPORATE APPLICATIONS TEAM LEADER 30003987	HR Endorsement	26/07/2017

Purpose

To support business and broadcast application systems to meet agreed service levels. To assist in the build or integration of applications solutions to meet agreed business requirements.

Key Accountabilities

- Maintain operational support of broadcast and business applications to agreed service levels. Maintain detailed technical knowledge of the applications and understanding of business system usage.
- Troubleshoot second level support incidents and problems, providing workarounds where applicable for the shortest resolution followed appropriately by develop/test/release application fixes to resolve within agreed service level timeframes. This potentially includes whilst on call.
- Analyse moderately complex business requirements and design/develop/test/deliver technical solutions for application enhancements, or for new applications, to ensure client's needs are evaluated and met.
- Undertake minor project work; participate in major capital project assignments as required from time to time.
- Meet all IT policies and procedures in everyday tasks; including incident and change management and IT application support and development standards.
- Prepare and maintain technical specifications and code where applicable; develop and maintain systems documentation and technical procedure documentation; manage consistency of application environments and source code repositories.
- Carry out tasks, under limited direction, to ensure on-time delivery. Potential to co-ordinate subordinates/peers together with representatives from other IT teams. E.g. Server, Network and End User Computing teams.
- Improve the quality of team output and solutions by contributing to technical reviews and process improvement planning.
- Actively promote the ABC values and apply all relevant workplace policies and guidelines.
- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

Key Capabilities/Qualifications/Experience

1. Tertiary qualifications in a computing related field are preferred; proven experience in a 2nd level application support role.
2. Accomplished skills in the 2nd level support of moderately complex in-house developed and third party applications, including analysis, programming and problem solving, under general direction. Particular emphasis on Windows and Web/Intranet applications with proven experience in .NET, C#, MS SQL Server, SharePoint, Nintex Forms and Workflows, scripting languages, Web services, Web APIs and front-end





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technologies (eg. Javascript, Angular JS). Accomplished level of skill with Microsoft's VisualStudio and Team Foundation Server (TFS) for source control.

3. Accomplished knowledge of the full application software lifecycle (development, integration, implementation and support) in a multi client and moderately complex technology environment; especially as it applies to a 2nd level application support role.
4. Demonstrated experience in the day to day use of IT quality processes (incident, problem and change management, testing, etc) to meet IT policies, standards and procedures..
5. Accomplished written and verbal communication skills, with the ability to liaise and communicate effectively with internal clients and colleagues, vendors and convey or translate technical information to target audiences.
6. Demonstrated ability to work in a team environment and contribute significantly towards team goals. Demonstrated motivation, initiative and ability to exercise sound judgement, and cope with pressure.
7. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
8. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.
9. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.