Position Description – Application Support

About Arts Centre Melbourne
Situated in the heart of Melbourne's cultural precinct, the Arts Centre Melbourne presents world-class performing arts in a year round exciting program. Experience Australia's best performing arts companies and exceptional international productions, alongside celebrations of comedy, cabaret and popular music. Our values describe behaviours we will demonstrate in our interactions with Visitors, Presenters, Government and each other: Leadership, Creativity, Inspiration, Inclusivity, Integrity.

About the Business Unit
The IT team is responsible for enabling Arts Centre Melbourne through Services and Technology. It collaborates with all other business units including external presenters and customers to deliver assistance and advice in a flexible, transparent and innovative manner. The IT Services team consists of three distinct areas; Plan, Build and Run. The Plan team provides service level, project and account management services to the organisation. The build area is responsible for providing cost effective and robust solutions, while the run team delivers service support and operational duties within a 24x7 environment.

About the Position	
Primary Purpose	Under the support and guidance of the Team Leader or his/her delegate, the primary purpose of this role is to support end users of Arts Centre Melbourne so they can use business systems efficiently and effectively within a secure environment and enhancing business efficiencies through continual service improvement.
Reports to	Application Team Leader
Direct Reports	N/A
Key Relationships	**Internal** All Arts Centre Melbourne Teams **External** Presenters, third party vendors and consultants
Position Type	Fixed Term
Salary Classification	Band 3.2
Financial Delegation	As per current Financial Delegation Policy

Key Criteria	
Qualifications	Relevant tertiary degree or equivalent professional qualification in Information Technology or related discipline essential
Experience	• Knowledge of, and a high level of experience in supporting enterprise and desktop applications; • Demonstrated experience in analytical skills, decisive problem solver and effective change management; • Able to develop and maintain technical documentation for training and end user procedures; • Ability to establish and maintain relationships with key business stakeholders and technical specialists, including application vendors • Excellent computer-based skills particularly the Microsoft Office suite of programs; • Experience working with ITIL-based processes, specifically Incident and Service Request fulfilment. Desirable • At least 2-3 years' experience working in an application support or similar roles.
Other (i.e. legal or physical)	• This position involves primarily sitting at a workstation, operating a computer with the occasional need to lift and carry hardware assets of up to 10kg. • This position has a requirement to be available to be part of a rotating 'on-call' roster. This involves responding to incidents (remotely logged in or onsite visit where necessary) outside of regular business hours while on call.

Accountabilities
• Provide 2nd and 3rd level support for business systems including Ungerboeck EBMS, Tessitura, Etivity, Chris21, SharePoint and Revelation Point of Sale (POS) and other ACM specific applications as required
• Support the identification of root cause analysis of incidents via working with technical specialists, business users and third party software vendors
• Escalate incidents to more senior members of the Application team, or relevant technical teams such as Web, Build and Infrastructure as required
• Application Administration – Configuration, account management and maintenance of security structures for the enterprise business systems
• Support the packaging and deployment of applications and software within Microsoft System Centre Configuration Manager (SCCM)
• Create and maintain technical and support documentation for applications
• Assist in coordinating project tasks such as User Acceptance Testing (UAT), in accordance with the IT Services project and change management procedures
• Monitoring and responding to system alerts to ensure system health and performance

Decision Making

- Under the broad direction of the Application Team Leader, the incumbent will be required to make decisions on supporting ACM applications and assessing training needs of users

- Position exercises judgement in selecting choices within guidelines

- Strong ability to prioritise tasks while operating autonomously in an environment with often conflicting priorities