

# Application Support

## Position Description

### 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.

### The Role

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.

Type	Full Time
Reports to	Application Team Leader, IT Services
Direct Reports	N/A
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 3.2
Key Relationships	<i>Internal:</i> IT Services Plan, Build and Run Teams, ACM internal departments <i>External:</i> Third Party System Vendors, Contractors
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	SGA Employee under the ACM Enterprise Agreement 2018 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	November 2019

## KEY CRITERIA

### Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

## Your qualifications and experience

- Relevant tertiary degree or equivalent professional qualification in Information Technology or related discipline essential.
- Extensive knowledge of, and a high level of experience, in supporting enterprise and desktop applications.
- Able to develop and maintain technical documentation and procedures.
- Excellent analytical skills, decisive problem solver and effective change management.

## Your skills and attributes

### Essential

- Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.
- Extensive experience in working in an Application Support or technical support roles.
- Excellent analytical and troubleshooting ability
- Strong written and verbal communication skills
- Ability to develop or modify standard operating procedures
- Ability to establish and maintain relationships with key business stakeholders and technical specialists, including application vendors
- Strong organisational skills

### Desired

- Experience in working with ITIL-based processes, specifically Incident and Service Request fulfilment
- Experience in developing, analysing and continually improving business systems

## In the role you will

### Accountabilities:

- Provide 2nd and 3rd level support for our key business systems
- Assist in performing root cause analysis of incidents via working with technical specialists and third party vendors
- Application Administration – Account management, audits and maintenance of security structures for the enterprise business systems
- Provide assistance to business and IT projects under the guidance of a technical resource and/or SME
- Assist in coordinating project tasks such as User Acceptance Testing (UAT), in accordance with the IT Services Change Management procedures
- Monitoring and reacting to system alerts to ensure application health and performance
- Assist in packaging and deployment of applications and software within Microsoft SCCM
- Create and maintain technical and support documentation for applications
- Actively contribute towards the success of the IT Services Team
- OH& S Compliance
- Observe ACM's values and ACM's The Role You Play

### Decision making:

- Under the broad direction of the Application Team Leader, the incumbent will be required to make decisions on supporting ACM applications
- Assist in providing technical advice and guidance in which the organisation can rely upon in making business decisions. May include the interpretation of legislation, standards, and frameworks in order to determine an appropriate course of action.
- Strong ability to prioritise tasks while operating autonomously in an environment with often conflicting priorities

**Key Systems:**

- Business systems and enterprise applications including, but not limited to;
  - o Ticketing & CRM (Tessitura)
  - o Event Management and Financials (Ungerboeck)
  - o Human Resources & Payroll (Chris21)
  - o Workforce Management (Eivity)
  - o Recruitment and Learning Management (PageUp)
  - o Risk and Compliance Management (Risk Wizard)
  - o Records Management (RecFind)
  - o Point-of-Sale (Revelation POS)
- Technical or IT Service's systems including, but not limited to;
  - o Service Management (Microsoft System Centre Service Manager)
  - o SOE, Patching and Application Management (Microsoft Configuration Manager)
  - o Standard Desktop Environment (Office365, Adobe, Windows)

**Working environment/physical requirements:**

- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018.
- Occasional need to lift and carry hardware assets of up to 10kg.

**You demonstrate our values**

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.