



SCHEDULE A

Position Title	Applications Administrator
Service Area	Technology Services
Directorate	Technology & Information Services
Reports to	Head or delegate
Classification	Officer 3
Last Updated	September 2020

ROLE PURPOSE

As part of the mission of the Catholic Church in the Diocese of Parramatta, the Applications Administrator is accountable for the upkeep, configuration and effective day to day operation of selected systems.

KEY ACCOUNTABILITIES

FUNCTION SPECIFIC ACCOUNTABILITIES

The Applications Administrator is accountable for:

- Providing support and timely resolution of issues raised through the Enterprise Service Desk (level 1 support)
- Consultation, system configuration, reporting and operational setup of the designated application in response to day to day operational demand and project related activities (level 2 support)
- Analysing operational activities to identify and deliver system improvements
- Providing enhancements, alterations and testing of systems' configuration within the designated application in response to operational and project demands
- Guiding and training system end users in the effective use of the system
- Working with vendors to ensure the organisation's requirements are understood, issues are managed and product roadmap are understood and effectively utilised

LEVEL SPECIFIC ACCOUNTABILITIES

Catholic Ethos

- Be supportive of the ethos of the Catholic Church
- Participate in staff liturgical and formation opportunities

Team Contribution

- Understand and contribute to the delivery and continuous improvement of relevant strategic initiatives and operational plans
- Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of CSPD

Risk and Compliance

- Contribute and adhere to policies and processes within CSPD
- Identify and report risks and where possible propose appropriate mitigation strategies

REQUIRED STANDARDS

The standards and expected level of proficiency are integral to the role and will be used as the basis for assessment of suitability and performance.

Standards Framework			
Standard Group		Standard Name	Expected Level of Proficiency
Behavioural	Individual	Self-Development / Continuous Learning	P
		Adaptability	S
	Interpersonal	Collaboration and Communication	S
		Responsibility and Ownership	S
	Analytical	Planning, Organising and Problem Solving	S
Leadership	Leadership	Delegation	N/A
		People Development	P
		Leading a Team	NA
		Understanding the Organisation's Mission	S
		Strategic Positioning	P
Technical/Functional	Technical/Functional	Attention to Detail	A
		Knowledge & Application of Policies, Procedures and Processes	S
		Knowledge & Application of Industry, Emerging Trends and Good Practice	P

Key: P = Proficient, S = Skilled, A = Advanced, E = Expert

TYPICAL EXPERIENCE AND QUALIFICATIONS

- Tertiary qualifications in the relevant area of study
- Appropriate demonstrated experience

Catholic Schools Parramatta Diocese (**CSPD**) is a modern working environment that requires the agility of staff to respond to a changing educational context and the needs of our communities. CSPD may amend the duties and responsibilities of staff in accordance with changing circumstances and business needs.

CSPD is a child safe organisation, and is committed to providing child safe communities that recognise and uphold the dignity and rights of all children and young people.