**POSITION DESCRIPTION**

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| **POSITION TITLE** | Digital Workplace and Applications Specialist |
| **DIVISION** | Technology and Transformation |
| **DEPARTMENT** | ICT and Knowledge Management |
| **REPORTS TO** | ICT Applications and Infrastructure Manager |

**ORGANISATIONAL PURPOSE**

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

**DEPARTMENT PURPOSE**

The Information and Communications Technology (ICT) team is responsible for the provision of network services (internet connectivity), network security, desktop services (including ordering, setting up and installing new equipment), managing contracts for outsourced services, liaising with staff and external stakeholders about ICT requirements and telecommunications services (landlines, mobile phones, data cards, PABX) and support.

**POSITION PURPOSE**

The Digital Workplace and Applications Specialist is responsible for providing support to the applications and digital workplace technologies in place, as well as participation in implementation of new applications and digital workplace solutions.

The incumbent is responsible for supporting a nominated portfolio of applications and / or digital workplace technology platforms, cross training peers for backfilling purpose, and covering the support duties for other applications and technology platforms as needed, within Digital Workplace and Applications team.

**KEY RESPONSIBILITIES**

1. **Teamwork and Accountability**

* Work collaboratively within Digital Workplace and Application teams as well as wider ICT teams to achieve common goals and contribute towards continual improvement initiatives.
* Demonstrate a commitment to the BSLs quality framework and culture by participating in and promoting quality actions through continual improvement activities.
* In collaboration with their manager, set goals and objectives to ensure outcomes are met.
* Model the BSL values and adhere to the Code of Conduct in everyday work practices.
* Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures.

1. **Applications Support and Development**

* Attend to requests and incidents escalated from Service Desk team and system administrators, fulfill requests and resolve incidents in timely manner.
* Liaise with application vendor support contact as needed to troubleshoot, develop and deploy permanent fix to reported problems.
* Perform and / or coordinate applications and platforms upgrade with vendors and business stakeholders.
* Proactively monitor vendor communication, applications and platforms performance, communicate and develop interim measures where applicable to minimise business impact.
* Liaise with business users to capture and document business requirements, research, develop and test solutions, including test plans, functional / technical documentation and user guides.
* Champion the change management procedures and approval processes as part of the Software Development and Release Cycles for the applications.
* Act as SME for all things Dynamics 365, Financial Operations initially with CRM expected to be used in the future.
* Work closely with business users and owners of D365, being actively involved in all BAU activities in addition to project related changes.
* As Dynamics365 SME lead the uplift in knowledge of this application across the wider ICT Team, in particular other members of the Applications Support Team to limit single points of failure in knowledge where possible.
* Play a key role in supporting the BSL’s Office 365 tenancy including supporting the applications that Office 365 provides like MS Teams, SharePoint, MS PowerApps
* Provide BAU SharePoint and MS Teams Support and administration (i.e., SP site provisioning and decommissioning, O365 group setup, files/data recovery, troubleshooting issues escalated from Service Desk), support site owners on SP related enquiries.
* Provide Governance and best practices in D365 domain.
* Ability to escalate any issues to and work with Microsoft support or selected partners when required including for delivery of support and project activity.

1. **Applications and Platforms Governance**

* Follow ICT processes including:
  + System changes management process to ensure any potential risk(s) are mitigated and system changes are implemented without causing any interruption to business operation.
  + New application on-boarding process to ensure critical information is captured and security assessment is performed prior to the implementation.
  + Conformance to incident management process, configuration management (CMDB) process, and ensure all allocated tickets and system documentation are maintained and up to date.
* Work with ICT security team, data governance team and other BSL governance bodies to ensure conformance of applications and data to various compliance initiatives.
* Identify and propose any improvement opportunities that help with applications and platforms governance.

1. **Learning and Knowledge Development**

* Continuously pursue knowledge and awareness of changes related to nominated portfolio of applications and platforms.
* Develop and maintain documentation up to date instructions of critical system administration processes.
* Review system administration documentation developed by peers and suggest improvement opportunities where applicable.

1. **Cross-Training and Backfilling**

* Participate in cross-training program within Digital Workplace and Applications team.
* Backfill peers in their absence or cover support and administrative duties related to other portfolio of applications and platforms, as needed.

1. **Other**
   * Work collaboratively within teams to achieve common goals

* Demonstrate a commitment to BSL’s quality framework and culture by participating in and promoting quality actions through continual improvement activities
* In collaboration with manager, set goals and objectives to ensure outcomes are met
* Model BSL’s values and adhere to the Code of Conduct in everyday work practices
* Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
* Other duties as required

**KEY SELECTION CRITERIA**

**Career Experience:**

* IT degree and / or demonstrated experience and capabilities in providing 2nd level support and administration of enterprise applications and Office 365 platforms.
* Proven experience in managing Dynamics 365 Financial Operation instances utilising the Microsoft Devops stack.
* Proven experience in implementing and supporting integration points across multiple applications including SaaS based applications.
* Strong technical skills and experience in troubleshooting and developing permanent fixes to reported problems. Proven experience in supporting applications in a mid to large sized organisation is required.
* ITIL certification and / or demonstrated experience with practising ITIL processes, including incident and problem management, configuration and change management processes.
* Experience working with Microsoft Azure.
* Excellent documentation skills which include but not limited to creating SOPs and user manuals for the Digital Workplace Assets Register as well as the enterprise applications

**Personal Qualities:**

* Excellent customer service skills with ability to build positive customer relations with the stakeholders and end users.
* A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety.
* Understanding of and empathy with the values and ideals of the Brotherhood of   
  St Laurence

**Desirable**

* Applications development, database administration, IT infrastructure experience.
* Previous experience working within the not-for-profit industry.
* Knowledge of current legislative requirements, issues, directions and standards in Government regarding records management and freedom of information requests.
* A working knowledge of the Microsoft PowerApps space.
* A working knowledge of Microsoft Dynamics 365 CRM or similar technology.
* A working knowledge of the Microsoft Dataverse / Azure Data Lake space.
* Experience in managing applications that are SaaS based.
* Experience in managing applications from the FreshService catalogue.

**MANDATORY EMPLOYMENT CRITERIA**

* Specific work requirements include occasional after hours/weekend work, work-based travel, attendance at a variety of different work locations
* Proof of eligibility to work in Australia is required
* A satisfactory Police Check is required - BSL will support successful candidates in this process
* A Working with Children Check is required for this position - BSL will support successful candidates in this process