Uniting

JOB DESCRIPTION

Senior Application Support Analyst

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.
Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible for provision of application maintenance and support services directly to users of the systems or to internal Uniting service delivery functions. Support typically includes investigation and resolution of problems, incidents and requests and may also include performance monitoring. Resolution may be achieved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or specific modifications, updating documentation, manipulating data, or defining enhancements.

Support often involves close collaboration with vendors, developers and/or with colleagues specialising in different areas such as Database administration or Network support. You ensure that all requests for support are dealt with according to set standards, procedures and service levels.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the team in the team through the following:

- Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.

- Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
- Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
- Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
- Actively promoting safe work practices in the workplace during all activities consistent with Uniting's policies and comply with all WH&S legislation, policies and procedures.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the <mark>Senior Application Support Analyst</mark>, your role specifically will:

- Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures and service levels.
- Identifies and resolves problems, incidents and requests with applications, following agreed procedures.
- Investigates causes of incidents and seeks resolution including escalations to vendors. Facilitates recovery, following resolution of incidents.
- Uses application management software and tools to investigate issues.
- Carries out agreed application maintenance tasks.
- Evaluates new system software, reviews system software updates and identifies those that merit action.
- Plans the installation and testing of new versions of system software.
- Drafts and maintains procedures and documentation for applications support.
- Advises on application security, licensing, upgrades, backups, and disaster recovery needs.
- Maintains security administration processes and checks that all requests for support are dealt with according to agreed procedures.
- Applies and provides guidance in defining access rights and privileges.
- Ensures that system software is tailored to facilitate the achievement of service objectives.
- Ensures that operational documentation for system software is fit for purpose and current.
- Advises on the correct and effective use of system software.

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Director Customer People and Systems
You'll report to: IT Business Applications Manager

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** – Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen
- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** – Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

QUALIFICATIONS & EXPERIENCE

Qualifications:

Bachelor qualification in a relevant field or equivalent experience.

Experience:

Typically this role will require ==10== or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

Professional Experience:

- A minimum of 10 years of experience in delivery of Application Support, Project Delivery and Solutions Design.

- Bachelor qualification in a relevant field or equivalent experience.
- Demonstrates solid professional experience in medium to large organisations
- Experience in engaging stakeholders and developing relationships
- Ability to operate autonomously as well as collaboratively in a team environment
- Experience in the leading, mentoring and guidance of senior/junior developers

Personal Attributes:

- Self-motivated and quick learner
- Good oral and written communication skills
- Good interpersonal skills
- Committed, accountable and have the ability to multitask
- Good team player and open minded.

Even better:
- Experience in the application of Enterprise Architecture disciplines.
- Exposure to IT service design and operations.
- Understanding of the Sservices and their related business activities of UnitingCare NSW.ACT in terms of business drivers, organisational structures, processes and functions and business information

Employee Name:	Insert employee name	Manager's Name: Title	Chris Raveane IT Busienss and Services Lead
Date:	Insert date	Date:	Insert date
Signature:		Signature:	