



# Position Description

## / Our Values

- We value life
- We make every conversation count
- We will find a better way, today
- We make the complicated simple

<b>Position Title</b>	Senior Support Specialist
<b>Position Number</b>	
<b>Band / Job Group</b>	Band 9
<b>Division</b>	<b>IT Shared Solutions</b> IT Shared Solutions (ITSS) is a collaborative division that delivers IT services to the TAC and WorkSafe. The division is made up of employees from both the TAC and WorkSafe.
<b>Branch</b>	IT Service Delivery
<b>Location</b>	Geelong
<b>Reports To</b>	Manager – Integration Services
<b>Number of Direct Reports</b>	None
<b>Working with Children</b>	Is a Working with Children check required for this position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Financial Delegation</b>	None
<b>Job Purpose</b>	The Senior Support Specialist provides a range of technical services supporting, maintaining, deploying and enhancing applications assigned to their service with a strong focus on maintaining service quality at or above agreed targets. This will incorporate management, monitoring and resolution of support issues, the identification of improvement opportunities and production of documentation to enable greater levels of self-help.  Key to success will be the identification and implementation of improvement initiatives to achieve significant reductions in the volume of problems, support and service requests raised. This position requires flexibility to provide support coverage between 7:00am to 7:00pm. On call arrangement will be required on rotational basis to provide 24*7.

## KEY ACCOUNTABILITIES

1. Specifies user/system interfaces, and translates logical designs into physical designs taking account of target environment, performance requirements and existing systems. Produces detailed designs and documents all work using required standards, methods and tools, including prototyping tools where appropriate.
2. Designs, codes, tests, corrects, and documents moderately complex programs and program modifications from supplied specifications, using agreed standards and tools. Conducts reviews of supplied specifications, with others as appropriate.
3. Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.
4. Ensures that incidents and requests are handled according to agreed procedures. Ensures that documentation of the supported components is available and in an appropriate form for those providing support. Creates and maintains support documentation.

### Organisational Responsibilities

As defined by the Occupational Health and Safety Act 2004 - Victoria employees of TAC and WorkSafe Victoria are to take reasonable care to ensure their own safety, not place others at risk by any act or omission, follow safe work procedures, report hazards and injuries and cooperate with the employer to meet work health safety obligations.

Role model all TAC Leadership Model capabilities and behaviours; Adapt & Learn, Embrace Accountability, Cultivate Partnerships, Empower Others, Exercise Judgment, Deliver Outcomes, Shape Strategy & Direction and Lead Transformation.

Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.

## KEY SELECTION CRITERIA

<b>Relevant Qualifications, Work Experience &amp;</b>	<ol style="list-style-type: none"> <li>1. Significant experience in a similar role, supporting, developing, maintaining and improving a complex application portfolio in a multi sourced environment.</li> <li>2. Demonstrated ability to work independently and collaboratively to manage end-to-end support and</li> </ol>
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### Specialised Knowledge

resolution processes for assigned tasks through in-depth analysis, review and application of expert knowledge.

- Highly developed interpersonal and verbal communication skills, with strong customer focus and ability to understand issues, manage expectations, gain agreement, resolve conflicts and translate technical information into business language.
- Experience in enterprise application systems analysis and development, including: analysis, design, development, testing, implementation, documentation and support with a thorough understanding of the Service Delivery Lifecycle.
- Demonstrated expertise in the technical aspects of software package configuration coupled with a functional knowledge of the applications; and/or expertise in software development and configuration for custom-built applications.
- Advanced professional written communication skills; proven ability to write quality business documentation, functional and non-functional artefacts, and technical documentation for a wide variety of audiences and purposes.
- Strong conceptual and analytical skills and an ability to think laterally to identify practical and workable solutions.
- Demonstrated organisational skills with the ability to prioritise tasks, work accurately with attention to detail, and meet deadlines.
- Prior experience in, or advanced knowledge of, support analysis or support testing with a sound understanding of industry trends.
- Experienced in ITIL Foundations, principles and application.
- Experience in application support and lifecycle management, deployment management, environment configuration and software development lifecycle methodologies, tools and systems, including but not limited to; ITIL, DevOps, Agile, Scrum, Continuous Delivery and/or Rapid Application Development.
- Experience in different technologies and products, including but not limited to; J2EE, HTML, XML, SQL, and/or Domino, Case and Customer Relationship Management applications, Workflow tools, Business Intelligence tools, Deployment Management tools, Payment and Billing systems, and/or Mainframe Applications

### Capabilities

**Adapt and Learn:** Adapts one's approach as situations change and supports others to do the same

**Adapt and Learn:** Regularly seeks feedback and reflects on own capabilities, actively pursuing ways to develop and apply new capabilities

**Cultivate Partnerships:** Communicates and presents complex and abstract ideas in a clear, succinct and understandable way, suitable to the audience

**Deliver Outcomes:** Demonstrates energy and an appropriate sense of urgency towards achieving team goals

**Embrace Accountability:** Confronts tough challenges quickly, confidently and directly and supports others to do the same

**Exercise Judgement:** Supports and encourages creative thinking when developing solutions, coming up with new ways to look at problems or issues

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**Lead Transformation:** Actively seeks opportunities to align processes, systems and people to achieve business benefits from the change