POSITION DESCRIPTION

Position Title - Business Application Support Officer			
Position Purpose Reporting to the Business Application Team Leader, this customer service role is responsible for providing business application support and assistance to Scope's workforce. Scope is a disability service provider, and people are at the heart of everything we do. With over 350 locations, the purpose of this role is provide business application support to ensure our workforce has access the tools and systems required to support our customers. The position of Business Application Support Officer will support Scope's business applications. The role will include general service desk support for application users, post implementation project support, business processing, including data management, data entry and other duties.			
Division:	ICT	**Reports to** **Direct Reports:**:	Business Application Team Leader None
Internal Relationships:	Working in collaboration with the in-house technical teams and all Service Delivery System users	**External Relationships**	Service Delivery System vendors and representatives
Delegation of Authority	Level 6.	**Category**	Non-management
Employment Contract	Permanent	**Award**	Non-award

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
Scope's Vision	Scope will inspire and lead change to deliver best practice. We will: • support and listen to each person and their family. • provide leadership to influence strategy and policy. • deliver person driven, flexible & responsive services to build a sustainable future. • build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. We will deliver better outcomes.
Scope Approach	**SEE THE PERSON**: We listen to understand We see the potential We recognise how you do things and what you achieve We take personal responsibility We build excellent relationships with our customers We understand the balance between risks and rights **DO IT RIGHT**: We use systems and processes in our work We deliver quality outcomes safely and on time We understand risks and opportunities We are a financially sustainable organisation We own the consequences of our actions We take pride in the delivery of our Mission

POSITION DESCRIPTION

DO IT TOGETHER: We lead in line with Scope's approach We work together to achieve shared goals We build ethical and sustainable partnerships We support each other We communicate early and honestly We share responsibility for safety	**DO IT BETTER:** We develop creative solutions We review and continually improve We understand what is working and what is not We seek and respond to feedback We build capacity in all that we do We are a leader in safety

Key Function	**Key Accountabilities, Responsibilities & Deliverables**
Service Provision	- Provide a high level of quality support to business application users - Provide first level support for service delivery system(s) and other business applications - Log and maintain support activities in the ticketing system - Perform general system maintenance tasks and business processes - Develop and maintain service desk documentation and procedures - Conduct system testing steps and analysis/documentation of test results as directed - Actively participate in the acquisition of knowledge in relation to the usage of the software and the business processes - Provide assistance with major projects - Perform other duties as required by the Business Application Team Leader
Workplace Health & Safety	- Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all. - Responsible for working in a safe manner that complies with Scopes current workplace and safety policies

SELECTION CRITERIA **Business Application Support Officer**	
Qualifications & Knowledge/Experience	- Relevant IT qualifications - Demonstrable experience in Software Application Support - Demonstrable experience of systems analysis, data analysis and report development
Technical Competencies	- Excellent communication skills to be able to work with people in a team - Sound understanding of business applications and technology - Problem solving skills - Ability to use initiative and think laterally to resolve issues - The ability to prioritise and work under pressure is essential. - Well-developed conceptual and analytical skills and adaptability - Excellent customer service skills - Knowledge of Microsoft Office Suite - Proficiency in Windows operating systems, internet and email - Experience in Salesforce is an advantage - Experience in relational database systems, especially Microsoft SQL Server is an advantage - Proven experience in the area of software support - Experience in systems analysis, data analysis and report development
Behavioural Competencies	Professional conduct

	• Ability to communicate with and work with staff at all levels across a breadth of roles • Responsibility for own actions • Clear and open communication • Objectivity and transparency in accountability • Honesty and integrity • Cooperation and collaboration • Continuous learning • Self-motivation • Team building skills
Licenses & Accreditations	• NDIS Worker Screening Clearance (required for all roles) • Working with Children's check (required for all roles) • Must satisfy all visa requirements for working in Australia. • Drivers license (required for all roles where there is a requirement to travel to deliver services) • Current registration to practice in Australia where required.

Authorisation:

This Position Description has been reviewed and approved by the General Manager ICT and is effective from the 07/03/2019

People & Culture Authorisation

Job Evaluation Completed: _____   Position Created: _____

Organisation Hierarchy Amended: _____