



# POSITION DESCRIPTION

Australian Broadcasting Corporation

Label	Description
Position Title:	APPLICATION SUPPORT ADMINISTRATOR
Position no:	NEW 5866
Team:	[Product & Technology]
Department:	Corporate Applications
Location:	Ultimo
Reports to:	CORPORATE APPLICATIONS TEAM LEADER 30003987
Classification:	Technologist
Schedule:	[Schedule A]
Roster cycle	[2 Week Rostered]
Band/level:	[Band 7]
HR Endorsement:	30/10/2024

## Purpose

Support the efficient and effective technical operation of enterprise applications with a focus on the workforce management system through application & integration support, maintenance and monitoring.

## Key Accountabilities

- Under broad direction, provide comprehensive administrative maintenance and support of applications, with a focus on the workforce management system, including maintenance of technical system configuration.
- Work closely and collaboratively with business and technical stakeholders to support and enable operational processes, controls and integrity of data.
- Act as technical point of contact through the incident management process and escalate to appropriate teams and vendors as required.
- Troubleshoot very complex second level support incidents and problems, providing workarounds where applicable.
- Maintain configuration and schedule of interfaces and ensure effective operation by reviewing and monitoring end-to-end integration status & performance; and pro-actively identify and action issues.

- Maintain comprehensive technical knowledge of the systems and understanding of business usage and workflows.
- Review and monitor system availability and performance reports, identifying problem trends and recommending improvements.
- Analyse new system release/upgrade notes and assess technical impacts to the system configuration and related processes; Advise on and recommend enhancements in consultation with the Business Administrator; and help develop technical test plans and participate in testing for releases/upgrades.
- Actively promote the ABC values and apply all relevant workplace policies and guidelines.
- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

## Key Capabilities/Qualifications/Experience

1. Relevant tertiary qualifications or demonstrated equivalent skills, knowledge and experience in a complex technical environment with 24/7 services.
2. Demonstrated extensive experience in the provision of technical systems support and administration in a range of enterprise applications, including SaaS solutions, UKG Pro Workforce Management or similar workforce management systems.
3. Demonstrated excellent analysis, problem solving and organisational skills including the ability to effectively work under pressure to meet tight deadlines, with accuracy and attention to detail.
4. Highly advanced skills and knowledge in support of system interfaces, preferably with Dell Boomi or similar, with an understanding of integration concepts, methods, protocols, testing tools, etc.
5. Extensive ability to adapt to new technologies and processes; develop and maintain technical knowledge and documentation.
6. Demonstrated highly advanced knowledge and experience in the day-to-day use of ITIL processes (incident, problem and change management) and experience with ITSM tools such as ServiceNow.
7. Excellent communication and interpersonal skills, with proven ability to build and maintain proactive relationships with internal and external stakeholders.
8. Demonstrated ability to work in a team environment and contribute significantly towards team goals. Demonstrated motivation, initiative and ability to exercise sound judgement, and cope with pressure.
9. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
10. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.
11. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.

