

# Position Description

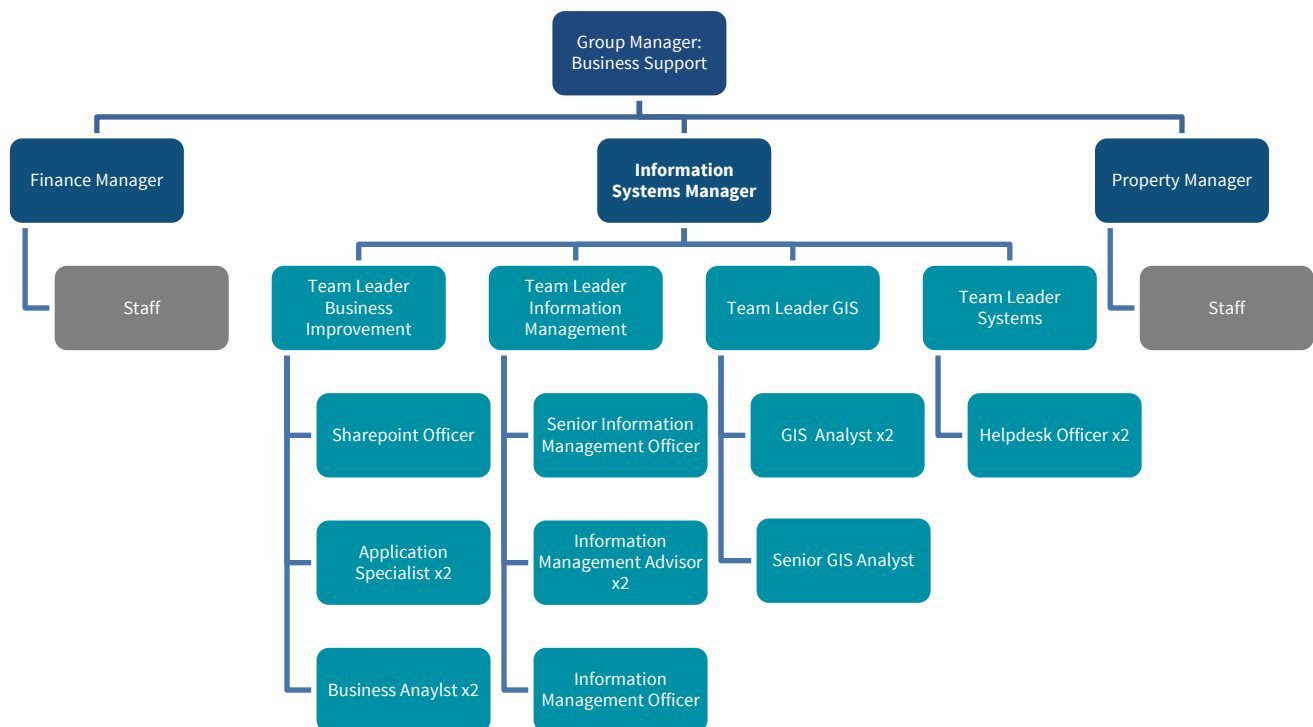
<b>Position Title:</b>	Application Specialist
<b>Reports To:</b>	Team Lead Business Improvement
<b>Team:</b>	Information Systems
<b>Group:</b>	Business Support Group
<b>Employment Type:</b>	Permanent, full time
<b>Date Modified:</b>	August 2022

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## Purpose

To manage, enhance and ensure the performance of core Council applications, web services, database and reporting services, identifying opportunities to improve user experience whilst ensuring data integrity.

## Group Structure



# Our Purpose

Supporting our communities to thrive by working together to provide services and places for people to connect, grow, live, work and play.

# Our Values

Our Values describe how we are going to achieve our purpose and vision, and they underpin how we work; they support how we make decisions, how we treat each other and our communities, and how we behave everyday. They guide us all and they apply to everyone in our organisation, no matter where we work or what we do.



- ✓ Build trust by communicating openly and acting with integrity
- ✓ Apply a customer lens to everything we do
- ✓ Make responsible decisions by balancing different needs
- ✓ Plan for our future and think sustainably
- ✓ Take responsibility and "own" our roles



- ✓ Know our stuff and encourage knowledge sharing and professional growth
- ✓ Learn from our successes and mistakes
- ✓ Aim to improve and innovate by questioning the status quo & bringing ideas to life
- ✓ Focus on solutions
- ✓ Follow through with our commitments



- ✓ Collaborate and tackle challenges together
- ✓ Work with and for our communities
- ✓ Think about how our work impacts others
- ✓ Acknowledge and celebrate our achievements
- ✓ Value and encourage social connections



- ✓ Encourage diverse ideas
- ✓ Keep an open mind
- ✓ Have empathy for and support one another
- ✓ Care for the wellbeing and safety of ourselves and others
- ✓ Seek to understand what is important to others

## Key Accountabilities

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### Applications

- Lead and provide specialist advice in the development, support and monitoring of Council core applications and associated services to ensure optimum performance and availability.
- Manage the application of upgrades and service patches to Council's core applications, web and reporting services, including the verification of enhancements and functional fixes through developed test plans and scripts.
- Assist with the definition of functional requirements that meet organisational needs, translating these into agreed solutions within production environments.
- Develop and manage maintenance tasks for Council database and applications.
- Create and maintain as-built documentation for implemented solutions and enhancements within approved repositories.
- Respond to customer service requests, prioritising and responding to customer requests within agreed time scales.
- Manage problem resolution of Council core applications and associated services.
- Research, evaluate, develop and present application development proposals for management assessment.
- Support Council network and server infrastructure, business continuity and disaster recovery, in line with established policy and procedures.
- Lead or participate in Council projects surrounding the development/improvement of Council services.
- Professional knowledge is shared with other team members informally or as a mentor when assigned.
- Proactively stay informed of application, database, web and reporting development, attending professional development courses and seminars.
- Liaise with external suppliers for the on-going development, support and maintenance of Council applications, databases and reporting services.
- Contribute to the maintenance and development of Information Systems application service catalogue, policy and procedures.
- Contribute to knowledge bases and frequently asked questions on the Council intranet.

### Corporate Contribution

- Contribute to and follow the organisation's governance, corporate plans, policies, projects, initiatives and strategies.
- Participate in performance development and assessment processes.
- Contribute to and follow health and safety policies and procedures, including accurate reporting.
- Ensure proper care and use of plant, vehicles and equipment.
- Assist in providing civil defence functions and / or maintain the provision of essential services in emergency management events.
- Undertake any other relevant duties, including attending out of hour's work and meetings as requested by your Manager or Group Manager.

## Position Requirements

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

### Personal Qualities

#### Detail Focus

- Observes fine details and identifies gaps in information.
- Prefers to follow processes to complete tasks.
- Considers maintaining levels of accuracy of high importance.

#### Creativity and Innovation

- Draws on a range of information sources to identify new ways of doing things.
- Translates creative ideas into work process improvements.
- Reflects on experience and is open to new ways to improve processes.

#### Flexibility

- Adaptable , open to and suggests new ideas.
- Recognises the merits of different options and acts accordingly.
- Accepts and implements changes, maintaining effectiveness.

#### Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Looks beyond the obvious to improve levels of service.
- Committed to delivering high quality outcomes for customers.

### Knowledge and Skills

#### Initiative and Enthusiasm

- Demonstrates enthusiasm, commitment and capacity for sustained effort and hard work.
- Demonstrates a proactive and self-starting approach.
- Sets high standards of performance for self and others, ensuring ownership of actions.

#### Organisational skills

- Sets clearly defined objectives and priorities to ensure goals and deadlines are met.
- Prioritises activities and operates accordingly, reviewing and adjusting as required.
- Recognises actual and potential barriers and finds effective ways to deal with them.

#### Specialist Expertise

- 2 to 3 years' recent development experience within corporate ERP (Technology One desirable) or similar environments.
- 1 to 2 years' experience in the development of SQL scripts in areas of reporting, database management and data exchange.
- Experience of corporate reporting tools including Crystal Reports (version XI desirable)

Experience of business intelligence development (desirable).

Experience of working with web-based applications and web services (desirable).

Bachelor's degree in computer science or related subject, or the equivalent level of learning through technical certification or experience.