Position Title	Graduate Application Support
Department	People and Performance
Unit	Information Services
Team	Technical Support
Supervises	Nil
Reports To	Team Leader Technical Support
Grade Range	D
Date Prepared	21/08/2023
Date Last Updated	21/08/2023

Our Vision & Values: A leading organisation that collaborates & innovates

We are committed to **safety**   We work as one **team**   We act with **integrity**   We care about our **customers**   We **continuously improve**

Primary purpose of position

The purpose of the position is to provide support for business applications with the goal of ensuring that these applications effectively meet the needs of both the staff and the broader community . This role typically involves a range of responsibilities centered around maintaining, optimising, and troubleshooting various software applications that are critical to the functioning of Council.

This role is expected to collaborate and develop competencies in various application areas to ensure comprehensive coverage. Rotation within the team may occur based on operational requirements.

Accountabilities

- Undertake daily administration of enterprise applications, including monitoring system performance and taking remedial action.
- Provide second level support to users of corporate and specialist applications to achieve identified business outcomes, and solve their application problems in a timely manner
- Maintain accurate records of support incidents, including the nature of the issue, steps taken to resolve it, and any solutions provided to contribute to the knowledge base to assist end users and support teams.
- Collaborate with cross-functional teams to address critical issues, implement updates, and contribute to the enhancement of applications.
- Understand the business processes involved within the application along with integration points related to it.
- Document and prepare guides and manuals on system configuration and integration points.
- Manage the life cycle of the various software releases ensuring effective utilisations and integrity.

- Participate in testing and quality assurance activities, including verifying bug fixes and new features before they are deployed to production environments.
- Continuously seek opportunities to improve the support process, enhance user experience, and contribute to the overall effectiveness of the applications support team.
- Keep informed of new developments in available technologies; make recommendations regarding desirable additions or replacements.
- Understand end users legislative and operational needs.

- Develop and maintain sound relationships with the application vendors.
- Other duties as required within the limits of the employees skill, competence and training

Graduate Application Support

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Labourer/ TAG		
Capability Group	**Capability Name**	**Level**
Personal Character	**Lead Self**	Foundational
	Display Resilience	Foundational
	Act with Integrity	Foundational
	Safety and Accountability	Foundational
Relationships	Communicate and Engage	Foundational
	Customer and Community Focus	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Innovate and Improve	Foundational
	Deliver Results	Foundational
Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational
People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Foundational	• Understands own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and • Is willing to learn and apply new skills
Relationships		
Customer and Community Focus	Foundational	• Shows awareness that he/she is working for the community • Shows respect, courtesy and fairness when interacting with customers and members of the • Listens and asks questions to understand customer/ community needs • Informs customers of progress and checks their needs are being met
Results		
Deliver Results	Foundational	• Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/ resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard

Resources		
Technology and Information	Foundational	• Shows confidence in using the technology required in the role • Uses technology appropriately, in line with acceptable use policies • Completes work tasks in line with records, information and knowledge management

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of "focus" capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations
Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct
All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety
All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management
All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience
Essential Qualifications
• Tertiary degree qualifications in Computer Science, IT or related field.

Essential Experience
• Well developed communication and problem-solving skills
• Awareness of cybersecurity principles and best practices
• Ability to work independently and as part of a team
• Ability to learn quickly and adapt to new technologies
• Well developed skills and experience with Microsoft technologies, Word, Excel, and Sharepoint

Desirable Qualifications and or Experience

- Experience in MS Power Platform
- Experience in Azure and AWS cloud solutions
- Exposure to scripting languages.
- Familiarity with analysis and solution design of web applications
- Basic understanding of database systems (SQL)
- Exposure to iPaaS integrations solutions

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☐	☑
Does this position require incumbent to undergo criminal reference check?	☐	☑
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☑	☐
Will incumbent need to make disclosure of pecuniary interest?	☑	☐
Could there be a conflict of interest with secondary employment?	☑	☐