

# Senior Applications Solution and Change Coordinator

Department	Digital Information Services Group
Division	Corporate Services and Strategy
Location	Drummoyne Civic Centre
Classification/Grade/Band	13
Position Code	
Date position description approved	January 2024

## Council overview

The City of Canada Bay is a vibrant and diverse city in the heart of Sydney's inner west. With many parks and reserves, and surrounded by river foreshore, we are only 6 kilometres from the Sydney CBD.

## Primary purpose of the position

This role is responsible for leading and managing a team of application support specialists & analysts to ensure the efficient functioning, availability, and performance of the organisation's ERP software applications. This role oversees the analysis, resolution, and prevention of application-related issues, collaborating with various departments to enhance user experience and drive continuous improvement. This role leads Service Transition & Change and is responsible for establishing and developing policies, processes and procedures to ensure any modification or transitions to the live operational environment, either new, modified, retired or retiring services, meets the agreed expectations of business, customers and users.

## Key accountabilities

Within the area of responsibility, this role:

- Lead and supervise a team of application support specialists, providing guidance, coaching, and fostering a collaborative work environment.
- Manage the resolution of application issues by coordinating with internal and external stakeholders, vendors, and technical teams.
- Monitor application performance, ensuring systems are available, responsive, and meeting service level agreements.
- Develop and implement support processes, procedures, and best practices to enhance the effectiveness and efficiency of the application support function.
- Collaborate with other IT teams to identify opportunities for improving application functionality and user experience.

- Conduct regular reviews of application support metrics and performance indicators, identifying trends and taking proactive measures to address potential issues.
- Oversee the testing and deployment of application updates, patches, and enhancements, ensuring minimal disruption to users.
- Plan and manage the assessment, analysis, development, documentation, implementation and integration of all service changes, evaluate risks to the integrity of the live operating environment and ensure effective control and treatment of the risk to the availability, performance, security and compliance of the business services.
- Plan and deploy transition and change release into supported live environment and review the effectiveness of change implementation and recommend improvements to organisational procedures governing change management.
- Define, document and agree the scope of service transition and change project plans to ensure operable, supportable and scalable service that meet business needs.
- Provide training and support to end-users, assisting with troubleshooting and resolving complex issues.
- Contribute to the development of IT strategies and roadmaps related to application support and maintenance.

## Key challenges

- Balancing competing priorities and managing a diverse workload to meet user needs and maintain system integrity.
- Keeping up-to-date with rapidly evolving technologies and trends in application support and management.
- Effectively communicating complex technical issues to non-technical stakeholders and providing clear solutions.
- Managing and resolving critical incidents within tight timeframes while maintaining a high level of service quality.
- Developing effective transitional arrangements and change management plans, when the outcome and impacts of transitions may be unknown.
- Gaining support for transitional activities where engagement may be of variable levels.
- Ensuring processes exist for the sustainability of service provision, often dealing with complex challenges in situations where resolutions must be quickly developed and implemented.

## Key internal relationships

Who	Why
ICT Department:	Collaborating closely with the internal IT team, including infrastructure, application support, and development teams.
ICT Department:	Working with the change management team to ensure smooth transitions when implementing new applications or technology changes.
Project Managers	Coordinating with project managers to plan and execute technology projects, ensuring alignment with organisational goals.
Departments	Liaising with various departments to understand their technology needs, identify solutions, and coordinate change efforts.
End-Users:	Gathering input and feedback from end-users within the organisation to improve application functionality and usability.

## Key external relationships

Who	Why
Vendors and Suppliers:	Interacting with software and hardware vendors to procure, maintain, and update applications and technology solutions.
Government Agencies:	Collaborating with other government entities or agencies for shared resources, compliance, and information exchange.
Contractors and Consultants:	Managing relationships with external contractors or consultants for specialised services related to applications and technology projects.
Industry Associations:	Staying connected with industry associations and groups to remain informed about best practices and emerging technologies in the public sector.

## Key dimensions

Project Management:	Overseeing technology projects from initiation to completion, ensuring they are delivered on time and within budget.
Change Management:	Implementing effective change management practices to facilitate smooth transitions and minimise disruptions when introducing new solutions.
Vendor Management:	Managing relationships with technology vendors, negotiating contracts, and ensuring compliance with agreements.
Risk Management:	Identifying and mitigating risks associated with technology projects and applications.
Continuous Improvement:	Promoting a culture of continuous improvement in technology processes and solutions.
Reports to	Manager Digital Business Solution
Direct reports	7
Financial Delegation	Nil

## Essential requirements

Qualifications & Experience	<ul style="list-style-type: none"><li>• Bachelor's degree in Information Technology, Computer Science, or Relevant Experience.</li><li>• Proven experience in application support, including hands-on experience with various application support tools and techniques.</li><li>• Strong leadership and team management skills, with the ability to motivate and guide a team of technical specialists.</li></ul>
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- In-depth understanding of IT service management frameworks and methodologies.
  - Excellent problem-solving skills with a systematic approach to troubleshooting and issue resolution.
  - Effective communication skills, both verbal and written, to interact with technical and non-technical stakeholders.
  - Experience in coordinating with vendors and external partners for application support and issue resolution.
  - Strong organisational skills, attention to detail, and the ability to manage multiple tasks simultaneously.
  - Proficiency in project management and the ability to handle multiple tasks and priorities.
  - Familiarity with local government operations, policies, and regulations is desirable.
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## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

## Local Government Capability Framework

Capability Group	Capability Name	Level
 Personal attributes	<b>Manage Self</b> Shows drive and motivation, an awareness of strengths and weaknesses, and is commitment to learning	Adept
	<b>Display Resilience and Adaptability</b> Expresses own views, perseveres through challenges, and is flexible and willing to change	Intermediate
	<b>Act with Integrity</b> Is honest, ethical and professional, and prepared to speak up for what is right	Adept
	<b>Demonstrate Accountability</b> Takes responsibility for own actions, commits to safety, and acts in line with legislation and policy	Intermediate
 Relationships	<b>Communicate and Engage</b> Communicates clearly and respectfully, listens, and encourages input from others	Adept
	<b>Community and Customer Focus</b> Commits to delivering customer and community focused services in line with strategic objectives	Adept
	<b>Work Collaboratively</b> Is respectful, inclusive and a reliable team member, collaborates with others, and values diversity	Adept
	<b>Influence and Negotiate</b> Persuades and gains commitment from others, and resolves issues and conflicts	Intermediate
 Results	<b>Plan and Prioritise</b> Plans and organises work in line with organisational goals, and adjusts to changing priorities	Adept
	<b>Think and Solve Problems</b> Thinks, analyses and considers the broader context to develop practical solutions	Adept
	<b>Create and Innovate</b> Encourages and suggests new ideas and shows commitment to improving services and ways of working	Intermediate
	<b>Deliver Results</b> Achieves results through efficient use of resources and a commitment to quality outcomes	Adept
 Resources	<b>Finance</b> Is a responsible custodian of Council funds and applies processes in line with legislation and policy	Foundational
	<b>Assets and Tools</b> Uses, allocates and maintains work tools appropriately and manages community assets responsibly	Adept
	<b>Technology and Information</b> Uses technology and information to maximise efficiency and effectiveness	Intermediate
	<b>Procurement and Contracts</b> Understands and applies procurement processes to ensure effective purchasing and contract performance	Adept

# SCHEDULE OF OPERATIONAL RESPONSIBILITIES

## 1. Child Safe Organisation

- 1.1. The City of Canada Bay is a Child Safe Organisation that recognises and advocates for the rights of Children and Young People. We aim to reduce the likelihood of harm to children, to increase the likelihood of identifying and reporting harm and respond appropriately to disclosures, allegations or suspicions of harm.

## 2. Work, Health & Safety Responsibilities

### 2.1. Worker

A worker's responsibilities include, but are not limited to:

- Taking reasonable care for his/her own health and safety.
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- Reporting all incidents, hazards and near misses to their direct supervisor.
- Actively participating in injury management and rehabilitation programs.
- Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- Attending all specified training and induction courses.
- Contributing to workplace practice and procedure reviews.
- Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- Participating in workplace inspections.
- Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

## 3. Workplace Behaviour Standards and Expectations

### 3.1. Employees' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy employees are responsible for:
- Embracing diversity and supporting inclusive workplaces
- Recognising different styles and perspectives
- Contributing to open communication and information sharing
- Taking seriously any incidents of bullying or harassment for themselves and other employees and reporting them promptly

## 4. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Councils policies & procedures.

## 5. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

## 6. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

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This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

## 7. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

## 8. Delegations

Delegations for the position are listed in the Register of Delegations and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

## 9. Organisation Values

Value	Value Statements
<b>We act with integrity</b>	We are accountable to ourselves and our community. We are honest, fair and ethical in all we do. We are clear and transparent in our actions. We do what we say we will.
<b>We empower our people</b>	We invest in our people and build leaders. We encourage our people to be decision makers and to take action. We take ownership of our actions. We are approachable and lead by example.
<b>We are respectful</b>	We listen to each other with an open mind. We build relationships on mutual respect. We are open, honest and constructive in our communication. We are inclusive and embrace diversity. We will respond to our community in a timely and responsible manner.
<b>We work together</b>	We care about each other and about our community. We are committed to building and maintaining a safe environment for our people. We support our people to perform at their best and celebrate achievements. We collaborate to get the best out of each other. We work with our community to build a better future.
<b>We innovate</b>	We encourage and value ideas that will improve services for our community. We are creative problem solvers and are committed to creative thinking. We will be better tomorrow than we are today, building on past success. We continuously improve and challenge ourselves to deliver better outcomes.