**POSITION DESCRIPTION**

**Position title: Application Support Analyst**

**Location: Head office**

**Reports to:** IT Delivery Lead

**Entities:**  GMHBA

**Organisational level:** Technical Specialist

**Reports:**  Nil

**Job Purpose:**

To provide operational and technical support for GMHBA’s Core Application Systems including issue troubleshooting, resolution validation, stakeholder management, and application configuration.

**Accountabilities:**

**Planning and Implementation**

* Contribute to delivery of all aspects of the GMHBA’s overall strategic plan and objectives through planning own work and timely attendance to all delegated tasks and functions.
* Consider problems or issues that may arise and use lateral thinking to resolve or recommend solutions.
* Bring to the attention of your manager risks and issues that may need to be escalated from time to time.
* Actively participate in all business activities such as team meetings, training and development opportunities, information sessions and committee meetings.
* Collaborate and seek input from team members, specialist functions and others as required, to maximise performance outcomes.

**Application Support**

* Provide application support across the Core Systems portfolio (HAMBS, E5, CRM, Integration, Member Communication Systems)
* Manage incidents escalated through from the Service Desk including incident triage, resolution, and communication
* Undertake root cause analysis on reported incidents to identify systemic problems & trends
* Manage problems throughout their lifecycle including logging, reproducing, escalating to resolver groups (including 3rd parties), testing of resolutions and communication to relevant stakeholders
* Provide subject matter expertise for application usage and assist in identifying and specifying enhancements
* Ensure application support knowledge is appropriately documented and maintained
* Working closely with relevant vendors, technical and business teams, assist with release change management activities required during system releases and upgrades including system outages, user notifications, change testing and documentation

**Application Administration**

* Working with relevant stakeholders, analyse and identify application administration and configuration changes required to support business objectives
* Safely plan, manage, implement, and verify application administration and configuration changes into production environments, including PHI product data
* Undertake routine application maintenance activities to ensure the operational and security needs of the organisation are met
* Ensure application administration knowledge is appropriately documented and maintained

**Regulatory & Reporting**

* Ensure compliance with the Company’s Delegated Authorities, Business Plan, Policies and Standards
* Support company audit processes and make recommendations as required
* Keep up to date with regulatory trends and changes and actively participate in training and update type activities
* Prepare information and reports for management as required

**Stakeholders & Advice**

* Provide advice, share knowledge, and identified solutions/wins with others to facilitate strong team performance
* Maintain positive and constructive relationships with internal and external stakeholders

**Other**

* Uphold the company values, culture, and performance standards
* Participate in the design, build and roll-out of business change programs designed to strengthen GMHBA’s performance
* Perform 1st Line of Defence duties by identifying operational risks, assist in investigating their root causes and provide support to mitigate risk through understanding control effectiveness and recommending risk improvement.
* It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position
* The accountabilities described within may be altered in accordance with the changing requirements of the role

**Key Relationships:**

|  |  |
| --- | --- |
| **Internal:**   * Application end-users * Service Desk * Delivery * Product * Benefits Management | **External:**   * Vendors (HAMBS, E5) |

**Skills, Experience and Qualifications:**

**Mandatory**

* Strong attention to detail
* Experience operating in a Service Management environment (e.g., incident, problem, request and change management)
* A commitment to work in a highly dynamic business environment
* Excellent stakeholder management and communication skills (written / verbal)
* Excellent documentation skills

**Highly desirable**

* Private Health Insurance industry experience
* Experience within the SDLC including defining required system changes and various forms of software testing
* Experience with HAMBS, E5 Workflow, Microsoft Dynamics CRM
* Experience with IT service management software such as ServiceNow
* ITIL Foundation