**POSITION DESCRIPTION**

**Position title: Application Support Engineer**

**Location: Head Office, Geelong**

**Reports to:** IT Delivery Lead

**Entities:**  GMHBA

**Organisational level:** Technical Specialist

**Reports:**  0

**Job Purpose:**

To provide Level 2 and 3 application support for GMHBA’s Core Systems including issue troubleshooting and debugging, development and delivery of timely resolutions into the production environment, and the installation of software patches and upgrades.

**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 L2/L3 application support across the Core Systems portfolio (HAMBS, E5, CRM, Integration, Member Communication Systems) in development, test, and production environments
* Manage incidents escalated through ServiceNow including triage, resolution, and communication activity
* Manage problems throughout their lifecycle including logging, reproducing, escalating to resolver groups (including 3rd parties) or developing fixes, testing, and communication back to relevant stakeholders
* Undertake root cause analysis on reported incidents to identify systemic problems for resolution
* Ensure application support knowledge is appropriately documented and maintained

**Application Maintenance**

* Undertake routine application maintenance activities to ensure the operational and security needs of the organisation are met
* Apply and verify software patches, updates, and upgrades
* Safely plan, manage, implement, and verify changes into production environments
* Proactively identify system and process deficiencies for remediation to prevent unnecessary incident events
* 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

**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

**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:**   * Core Systems application end-users * Delivery and Digital development teams * Infrastructure & Operations teams | **External:**   * Vendors |

**Skills, Experience and Qualifications:**

**Mandatory**

* IT Service Management including incident, problem and change management
* Strong problem-solving and analytical skills
* Experience within the SDLC including defining required system changes and various forms of software testing
* Experience developing and maintaining API applications using REST/JSON, Web Services
* Understanding of C# and T-SQL or equivalent programming languages
* Experience working with MSSQL Server
* Excellent collaborator, with strong written and verbal communication skills
* Able to work effectively and flexibly in a changing environment
* Natural inclination to identify and evaluate continuous improvement opportunities
* Excellent documentation skills

**Highly desirable**

* Private Health Insurance industry experience
* Experience with Microsoft Dynamics CRM
* Experience with ServiceNow
* Experience working with Azure API Management, .NET Web API, .NET Framework, OAUTH2
* Experience working with GIT source control
* ITIL Foundation or greater