Wintringham

POSITION DESCRIPTION

Position Title:	Application Support & Business Intelligence Manager
Reports To:	Technology Manager
Supervising:	Application Support Team Contract staff when required
Liaises With:	All staff and IT vendors
Location:	Head Office 136 Mt Alexander Road, Flemington, VIC 3031
Classification:	Wintringham EBA
Hours:	Full Time

About Wintringham

Wintringham provides affordable and high-quality housing, support, aged care services and accommodation to people over 50 years old, who have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promote a care model of empowerment, where Wintringham staff work in partnership with clients and residents to achieve mutually agreed outcomes.

Wintringham is an advocate for elderly people, respecting their individuality, whilst working to achieve equality and social justice.

Position Summary

The objectives of the position are to:

- Manage Wintringham's Enterprise Applications to ensure users have access to the systems they need to conduct their roles effectively. This includes system support, updates, maintenance, security, contributing to projects, vendor management and any other task to ensure the Enterprise applications deliver on business requirements.
- Delivery of Business Intelligence tools, including report development as needed, to ensure effective access to information to support business decision making and continuous improvements.
- Ensure the continued delivery of IT services to users across the network.

This position is the main point of contact for all Enterprise Application requirements in the organization. This includes much more than technical support, this role is a change and continuous improvement advocate, always looking for ways to build capacity and create efficiencies. Technical knowledge of application architecture, business intelligence tools, and general support will underpin exceptional communication and analytical skills.

Responsibilities/Duties:

- To ensure confidentiality is maintained at all times

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- Support Wintringham to achieve its strategic IT goals by managing Wintringham's Enterprise Applications.
- Ensure effective and efficient application support is provided to the organisation, resolving issues in a timely and effective manner.
- Ensure all Enterprise Applications are effectively maintained and monitored to reduce the risk of system downtime.
- Ensure all Enterprise Applications are up to date where possible to ensure the currency of ICT risk is mitigated.
- Disaster recovery processes are adhered to ensure business continuity in the event of a major system failure or disaster. This includes participating in the development of the ICT disaster recovery plan.
- Effective application security practices are in place and adhered to, including auditing and control in line with Wintringham policies.
- Management of Application vendor relationships.
- Management of the organisations Business Intelligence tools including integration with Enterprise applications and development of new reports as required. The primary custom reporting tool at time of writing is MSSRS (Microsoft SQL Server Reporting Services).
- Maintain knowledge and awareness of best practice and prevailing developments in IT and apply these to promote continuous improvement at Wintringham.
- Understanding business requirements and management of user requests for additional applications, features and functions. Is there a suitable existing solution?
- Participate in and potentially manage application projects.
- Contribute to the development of the IT budget and monitor application expenditure, ensuring solutions are cost effective.
- Business analysis, continuous improvement and process documentation for IT matters as required
- Any other reasonable task requested by the Technology Manager.

Health & Safety Responsibilities

As a Wintringham employee, you have the following responsibilities under the OHS Act 2004:
- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004.

Key Selection Criteria

Skills/Experience:

Essential
- Experience in a similar role, Enterprise Application Vendor Support/Consulting role, or other IT Consulting role.

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- Strong hands-on technical expertise with a range of technologies such as –
  - SQL Server, Reporting Services, and strong general database and BI reporting skills that could be applied to different technologies
  - Windows Server and 3 tier application architectures
  - IT (Application) Security
  - Exposure to Epicor, LeeCare or PayGlobal would be advantages
- Exposure to other Enterprise Application and BI technologies such as IIS, ADFS, LDAP, MySQL, Excel, Power BI, MS Forms, Access, and a readiness to learn new technologies.
- Exceptional communication skills (Written and Verbal)
- Advanced problem-solving skills
- Strong customer service/centric approach
- The ability to work autonomously but escalate items in a timely fashion when required
- Ability to work to and meet tight deadlines

Qualifications:

Essential

- Relevant tertiary qualifications
- Drivers license

Appointment is subject to the Wintringham Employment Screening policy, including a satisfactory police records check and NDIS Worker Clearance check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

Wintringham is an equal opportunity employer.

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.

EMPLOYEE'S NAME_____

SIGNED_____DATE_____