

Melton City Council

# Technical Analyst (Service Support)

Position Description

PD: 00144

A thriving community  
where everyone belongs

## 1. Position details

Position Title	Technical Analyst (Service Support)
Directorate	Corporate Services
Service Unit/ Department	Innovation & Transformation
Position Classification	Band 6
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

## 2. Organisational relationships

Reports to	Senior Support Technical Analyst
Supervises	Nil
Internal liaisons	<ul style="list-style-type: none"><li>• Service Desk</li><li>• Business Analysts</li><li>• IT Project Officers</li><li>• End-users; all staff</li></ul>
External liaisons	<ul style="list-style-type: none"><li>• Suppliers</li><li>• Consultants</li><li>• Contractors</li></ul>

## 3. General responsibilities for all positions

### 1. Council Values

Our Values: Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved, and supported in all areas of Council.

### 2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

### 3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

### 4. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.



## 5. Child Safe Environment

Melton City Council is committed to ensuring a Child Safe environment.

### 4. Position objectives

- Realise the ongoing development and maintenance of applications to enhance their capabilities and support the service desk in resolving technical issues about information systems, including troubleshooting significant problems.
- Assist the IT Services Team Leader in improving business outcomes, enhancing service delivery, and ending customer outcomes through software enablement.

### 5. Key responsibility areas

- Provide support to the current business information systems for enhancements, patches, and upgrades, including testing, issue resolution, and deliver end-user support and training to subject matter experts.
- Identify and mitigate risks to performance, security, continuity, and availability of information systems, resolve significant technical issues, and assist the service desk in providing effective customer and end-user support.
- Support all service incidents, work requests, problem identification requests, operations, and ongoing service delivery needs by following architecture principles, meeting business requirements and client needs.
- Work with vendors and internal stakeholders to resolve and fulfil small work packages such as product upgrades, vendor patches, application modifications, and server investigations.
- Investigate and identify the root cause of incidents or IT service delivery problems and develop plans to remediate these issues.
- Perform proactive maintenance of the applications, servers, and digital infrastructure to ensure technology and related services continue to operate without interruption.
- Provide advice on the resolution of issues and provide training on IT services and specific solutions.
- Maintain research, configuration, and operational documentation, and share knowledge about solutions and services proactively.
- Use the IT Change control process to execute all changes in a controlled manner, including standard and emergency changes procedures.

### 6. Accountability and extent of authority

- Contribute to developing, implementing, and supporting information systems following IT and organisational policies, procedures, and customer requirements.
- Manage incidents and support requests from logging to resolution.
- Address and assess risks that threaten the performance, availability, continuity, security, and compliance of information systems and implement mitigation actions using the IT Change control process.
- Support staff to use the existing information systems, obtain feedback on user and customer experience, and advise future capabilities.
- Work in compliance with the IT governance and management framework, including prescribed methods, techniques, and tools in managing and developing information systems.
- Manage stakeholder expectations and acceptance during testing and the tracking of issues through to resolution.

## 7. Judgement and decision making

- Make recommendations on implementing solutions and their controls and follow the IT change control process for approval and implementation.
- Make decisions on the development, management, and maintenance of information systems within the constraints formulated in the relevant service management processes.
- Initiate problem analysis to uncover structural issues, contribute to significant problems, and develop and propose solutions to rectify and improve IT services.
- Capture, formulate, and record knowledge, promote ideas and contribute to innovations.
- Provide guidance and advice to the IT Services Team for problem resolution.

## 8. Specialist skills and knowledge

- Think and act holistically to develop and maintain information systems and their application within a corporate environment.
- Proficient with service desk management platforms, including Jira.
- Demonstrated experience working in Corporate Applications or a related field of expertise.
- Solid understanding and knowledge of Council specific applications such as, but not limited to ERP system "Civica Authority", EDRMS "TechOne CiAnywhere and ECM", Finance system "Magiq PowerBudget", or other similar applications.
- Experience in addressing and resolving L2/L3 service incidents, working with vendors to determine and fulfil small work packages such as product upgrades, vendor patches, applications, and server investigations.
- Experience with identifying the root cause of incidents or IT service delivery problems and developing plans to remediate these issues.
- Experience performing proactive maintenance to ensure technology and related services continue to operate without interruption.
- Proficient in technical analysis, technology frameworks, tools, and techniques.
- Proficient in the deployment, administration, and maintenance of information systems with their components and relationships.
- Proficient in facilitating workshops, opportunity exploration and issue resolution, understanding and processing user requirements and conducting analysis.
- Knowledge of organisational policies, strategic direction, processes and procedures, and customer-specific circumstance.
- Knowledge of service management practices, including the software development lifecycle and various development methodologies such as waterfall and agile.

## 9. Management skills

- Analyse, plan, execute and evaluate scope, work time, cost, and quality targets in work assignments.
- Manage the allocation of work to contractors and suppliers about given work assignments.
- Plan, schedule and monitor own work to meet given objectives and time constraints.
- Assess the impact on stakeholder resources for given change initiatives.



## 10. Interpersonal skills

- Gain cooperation and assistance from customers and providers to progress work objectives.
- Well-developed written and verbal communication skills to create and present reports and presentations.
- Work autonomously with minimal direction to resolve service incidents and be an influential team member.
- Absorb complex information and communicate it effectively to technical and non-technical staff.
- Facilitate workshops and training.

## 11. Qualifications and experience

- Tertiary qualification in an Information Technology related field with relevant experience or a less formal qualification with substantial experience working within a medium-sized corporate environment.
- Experience in the support, configuration, administration, and maintenance of business information applications.
- Operational knowledge and expertise in local government council systems.
- Understanding of Systems Development Life Cycle (SDLC) and Agile Methodologies.
- Current valid Victorian driver's licence.

## 12. Key Selection Criteria

1. Tertiary qualification in an Information Technology related field with relevant experience or a less formal qualification with substantial experience working within a medium-sized corporate environment.
2. Proficient in providing application support in a similar operating environment.
3. Experience in addressing and resolving L2/L3 service incidents, working with vendors to determine and fulfil small work packages such as product upgrades, vendor patches, applications, and server investigations.
4. Experience with identifying the root cause of incidents or IT service delivery problems and developing plans to remediate these issues.
5. Ability to gain cooperation and assistance from clients to progress work objectives.
6. Well-developed written and verbal communication skills to create and present reports and presentations.
7. A current valid Victorian driver's licence.

*I confirm I have read the Position Description, understand its content, and agree to work following the position's requirements.*

Manager Innovation &  
Transformation

August 2021

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date

