

Melton City Council

Technical Analyst

(Applications and Integration)

Position Description

PD: 00096

A thriving community
where everyone belongs

1. Position details

Position Title	Technical Analyst (Applications and Integration)
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	IT Solutions Team Leader
Supervises	Nil
Internal liaisons	<ul style="list-style-type: none">• IT Solutions, IT Delivery, IT Services teams• Solution Architects• Business Analysts• IT Project Officers• End-users; all staff
External liaisons	<ul style="list-style-type: none">• Suppliers• Consultants• Contractors

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

- Drive the advancement of technology solutions that enable efficient and effective business outcomes within Council and support the service desk in resolving technical issues about applications, including troubleshooting significant problems.
- Collaborate with stakeholders in developing business requirements to be used in the development of IT solutions, validating functional and non-functional requirements to ascertain the feasibility of a proposed solution.

5. Key responsibility areas

- Plan, design, and implement technical solutions according to architecture principles, business requirements, and client needs to deliver robust solutions to the enterprise.
- Provides technical support for the configuration and implementation of COTS (Commercial off the Shelf) software applications related to business solutions.
- Develop and design methods for integration and sharing of data between various platforms and applications.
- Produce and maintain technical documentation for new solutions and existing applications, ensuring they are accounted for following the Council's document management process.
- Contribute to developing technical solutions, ensuring alignment to the council strategy, and collaborating with stakeholders, including suppliers, to deliver new solutions and improvements and optimisation of the operational environment.
- Serves as a subject matter expert associated with content, processes, and procedures related to enterprise software applications. Will work with user groups, solution architects, functional managers, development teams, and project teams to identify design enhancements and systems configuration opportunities and improve the utilisation of business applications.
- Troubleshooting technical issues and identify modifications needed in existing applications to meet changing user requirements.
- Identify and mitigate risks to performance, security, continuity, and availability of applications, and resolve significant technical issues, including testing, to assist the service desk in providing effective customer and end-user support.
- 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 the development, implementation, and support of applications following IT and organisational policies, procedures, and customer requirements.
- Address and assess risks that threaten the performance, availability, continuity, security, and compliance of applications and implement mitigation actions using the IT Change control process.
- Provide support and knowledge to service delivery staff to resolve escalated incidents and service requests.
- Work in compliance with the IT governance and management framework, including prescribed methods, techniques, and tools in the management and development of applications.

- 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 applications within the constraints formulated in the relevant service management processes.
- Initiate problem analysis to uncover issues and develop and propose solutions to rectify and improve IT services.
- Capture, formulate, and record knowledge, promote ideas and contribute to innovations.
- Guidance and advice are usually available.

8. Specialist skills and knowledge

- Ability to think and act holistically to develop and maintain applications and their utilisation and operation within a corporate environment.
- Proficient in developing and administering enterprise applications with their components and relationships to other applications, including data sharing and reporting, configuration and programming, and collaboration.
- Proficient in the integration of applications into business environments as well as their integration with end-user and infrastructure technology, using Application Programming Interface (API) and writing scripts.
- Knowledge in Programming languages such as .Net, Java, C#, Powershell, AJAX.
- Knowledge in Microsoft Technology stack, including O365, Sharepoint, Teams, SQL, Power Platform including Power Apps, Power BI, RPA.
- Experience with application systems development, troubleshooting, and administration for hybrid infrastructure including Windows, MS Azure and cloud services.
- Proficient in technical analysis, technology frameworks, tools and techniques.
- 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.
- Proficient in facilitating workshops, opportunity exploration and issue resolution, understanding and processing user requirements and conducting analysis.
- Proficient in applying information security, knowledge processing, and governance controls, such as recording and reporting into work practices.
- 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 agile project delivery.

9. Management skills

- Manage the allocation of work to contractors and suppliers about given work assignments.
- Analyse, plan, execute and evaluate scope, work time, cost and quality targets in 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.
- Multi-task and work on multiple projects at the same time.
- 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 development, delivery, administration and maintenance of applications and software solutions.
- Operational knowledge and expertise in business applications, programming languages and integration.
- 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. Ability to think and act holistically, be aware of developing solutions, and maintain applications using project delivery techniques including Agile, Kanban, and DevOps practices.
3. Operational knowledge and expertise with enterprise business applications, programming and the integration of applications.
4. Proficient in technical analysis, technology frameworks, tools and techniques.
5. Ability to gain cooperation and assistance from clients to progress work objectives.
6. Well-developed written and verbal communication skills to document solutions, create and present reports and presentations.



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

Manager Innovation & Transformation	24/6/2021	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date

