



# ENTERPRISE APPLICATION SPECIALIST

## POSITION PROFILE

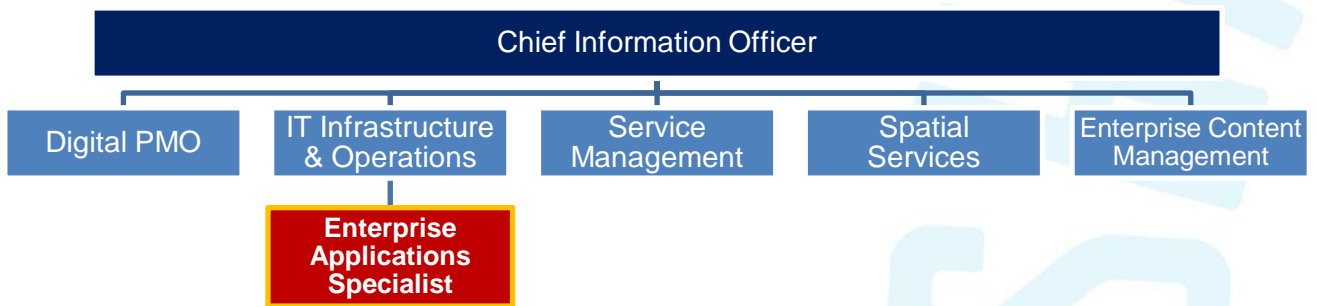
<b>Division</b>	Corporate Support	<b>Status</b>	Permanent FT, 35 hours/week
<b>Unit</b>	Information Management & Technology	<b>Salary Grade</b>	Grade 12/13
<b>Reports to</b>	IT Operations and Infrastructure Manager	<b>Reviewed</b>	February 2022

## POSITION PURPOSE

The Enterprise Application Specialist will:

- Be the key liaison point between business SME's and application vendors (eg Tech One) for application availability, upgrades and outages
- Ensure application changes are appropriately managed and governed
- Maintain documentation related to application customisation, architecture, integration and controls
- Monitor system performance and trouble shoot issues
- Ensure vendors are meeting their contractual obligations including SLA's
- Provide advice to business SME's ensure maximum benefit is being gained from usage of the applications.
- Co-ordinate the resolution of audit and risk items related to applications in scope
- Co-ordinate business user access reviews
- Co-ordinate user group sessions
- Monitor trends and future releases to ensure SSC continues to evolve its usage of the platforms

## TEAM STRUCTURE



## SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> <li>Tertiary Qualification and/or certification in an IT or related field</li> </ul>
	Essential	<ul style="list-style-type: none"> <li>Strong understanding and experience with administration of enterprise or corporate applications</li> <li>System administration or configuration experience with Technology One suite</li> <li>Significant experience with ITIL based service, incident, problem and change management processes</li> <li>Demonstrated vendor management experience in a SaaS environment</li> <li>You will have a proven ability to operate within a changing environment.</li> <li>You will have demonstrated capacity to work both independently and in multi-disciplinary team environments.</li> <li>You will have strong ability to multi-task and meet deadlines with quality performance.</li> <li>You will have strong emotional intelligence and a proven ability to work collaboratively and foster effective strategic relationships with people at all levels both internally and externally.</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>Technology One certification</li> <li>ITIL certification</li> <li>Experience managing risk and audit items for corporate systems</li> <li>Experience in using Jira Software</li> <li>Agile Certification</li> </ul>

## CORE CAPABILITIES

### Attributes

- **Decision making:** Achieving desired outcomes by evaluating and identifying options and involving others in decisions affecting them.
- **Goals oriented:** Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them
- **Critical thinking:** Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders.
- **Communication skills:** able to articulate complex and technical matters in simple terms.
- **People skills:** empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary.
- **Team focussed:** Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues

## OUR VALUES



### Behaviours

- **Collaborate** - *We are a united team. We work together to deliver great outcomes for our community.*
- **Achieve** - *We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community.*
- **Respect** – *We communicate openly, act with integrity and are inclusive.*
- **Evolve** – *We look for opportunities and embrace change, championing new ideas, and celebrating solutions.*

## CORPORATE OBLIGATIONS

<b>Employees</b>	There are no direct reports to this position.
<b>Delegations</b>	Authority to operate within the Delegations attached to the position
<b>Risk Management</b>	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
<b>Workplace Health and Safety</b>	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
<b>Code of Conduct</b>	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it.
<b>Workplace Behaviour &amp; EEO</b>	All activities must comply with Council's Workplace Behaviour Guidelines.
<b>Enterprise Content Management</b>	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction.
<b>Continuous Improvement</b>	Identify obsolete and inefficient practices and recommend changes where appropriate.
<b>Customer Focus</b>	Championing an exceptional customer experience and evaluating customer satisfaction in order to continually improve service delivery.